Interaction Concentrator 8.0

Physical Data Model for an Oracle Database

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Preface

Welcome to the *Interaction Concentrator 8.0 Physical Data Model for an Oracle Database.* This document provides detailed information about the Interaction Database (IDB) schemas. In brief, you will find the following information in this document:

- Diagrams of the schemas, showing the relationships between the tables that make up the schema.
- Descriptions of each IDB table and its columns.

This document is valid only for the 8.0 release(s) of this product.

Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at orderman@genesyslab.com.

This preface contains the following sections:

- About Interaction Concentrator, page 6
- Intended Audience, page 6
- Related Resources, page 7
- Making Comments on This Document, page 7
- Contacting Genesys Technical Support, page 8

About Interaction Concentrator

Interaction Concentrator collects and stores detailed data about the interactions and resources in customer interaction networks that use Genesys Framework (contact center, enterprise-wide, or multi-enterprise telephony and computer networks). Downstream reporting systems can access Interaction Concentrator data in near real time.

Interaction Concentrator consists of a server application called Interaction Concentrator (ICON) and a database called Interaction Database (IDB).

Intended Audience

This document is primarily intended for IT reporting specialists, business intelligence team members, and data warehousing team members who want to understand how they can use the information collected by Interaction Concentrator to create reports on contact center activities and business operations. This document assumes that you have a basic understanding of:

- Database design and operation
- Your relational database management system (RDBMS)
- Structured Query Language (SQL)
- Data warehousing
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications

You should also be familiar with:

- Genesys Framework architecture and functions
- Genesys solutions deployed in your contact center
- Your real-time and historical reporting objectives

Related Resources

- The *Interaction Concentrator 8.0 Deployment Guide,* which contains descriptions of the configuration options that affect whether ICON writes data to some tables.
- The *Interaction Concentrator 8.0 User's Guide,* which contains a high-level description of IDB and a description of ICON stored procedures.
- The *Interaction Concentrator 8.0 Database Size Estimator,* which will help you estimate the size of your IDB when you are planning your deployment. The estimator is a Microsoft Excel spreadsheet available from the Genesys Technical Support website.

Finally, because much of information that IDB stores originates from T-Server, Interaction Server, and Configuration Server, you might find the following references useful for better understanding the values and makeup of IDB fields:

- The *Configuration Platform SDK 7.6 .NET or Java API Reference,* which describes the schema of the Configuration Database.
- The *Genesys 7 Events and Models Reference Manual,* which contains a description of TEvents.
- The *Reporting Technical Reference Guide for the Genesys 7.2 Release,* which contains a detailed description of the Genesys T-Server, Multimedia Interaction, call, and statistical models.

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Chapter 1: Introduction

Interaction Database (IDB) structure is divided into seven schemas:

- Core Schema, consisting of 76 tables
- Outbound Contact Schema, consisting of 12 tables
- Multimedia Attached Data Schema, consisting of 2 tables
- Virtual Queue Schema, consisting of 1 table
- Custom States Schema, consisting of 3 tables
- Custom Dispatcher Attached Data Schema, consisting of 1 table
- Data Source Session Control Schema, consisting of 5 tables

This document presents these schemas in separate chapters, each containing one or more detailed diagrams of the schema and an examination of its tables, presented in alphabetical order. The examination includes descriptions of each table and each of the table's fields. Field descriptions include a summarization of the most common database properties, such as data type and key information. Some of the abbreviations used to characterize fields throughout this document are:

- P, for primary key
- M, for mandatory field
- F, for foreign key

Abbreviations for index characterizations include:

- U, for unique
- C, for cluster

The field names in this document are provided in a free-style format with regard to letter case (for example, TenantID instead of TENANTID), whereas the actual field names are in uppercase in the SQL scripts used to initialize IDB.

Note: The List of Indexes for each schema, as well as the table-specific Index List after the applicable tables, includes only the indexes that are considered part of the baseline schema. The IDB initialization and upgrade scripts might create additional indexes to streamline IDB functioning for a particular schema version. In some cases, the scripts might drop some of the baseline indexes listed in this document.

System Fields

Certain fields appear in multiple tables. These fields, whose field names all begin with GSYS_, are reserved for use by internal Genesys system functions.

The following fields can have special and unique meanings in various tables:

- GSYS_EXT_VCH1
- GSYS_EXT_VCH2
- GSYS_EXT_INT1
- GSYS_EXT_INT2

The following fields have identical meanings regardless of where they appear:

- GSYS_DOMAIN — In all operational tables, contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. The DSS_ID identifies the session in the data source session control tables (the G_DSS_*_PROVIDER tables, where the asterisk represents the particular provider, as specified by the ICON role—cfg, gcc, gls, gos, or gud). The value points to (a) a data source session ID that uniquely identifies the connection between the ICON application, the data source application (for example, T-Server), and the switch, and (b) the timeframe during which the connection was active. If any of the applications that are part of the connection restarts, the value of the DSS_ID changes, and this triggers the creation of a new record in the applicable G_DSS_*_PROVIDER tables.

  In other tables, reserved for internal use.
- GSYS_PARTITION — A key that is used for partitioning.
- GSYS_SYS_ID — Reserved for internal use.
- GSYS_SEQ — The non-unique sequence number of the statements to be inserted into the database.
- GSYS_USEQ — The non-unique sequence number of the statements to be updated in the database.
- GSYS_TS — Reserved for internal use
- GSYS_TC — Reserved for internal use

New in This Release

The 8.0 release of Interaction Concentrator includes the following new features or changed functionality that are relevant to the content of this document:

- Enables downstream reporting applications to identify when data was not available and to evaluate the reliability of available data. New tables in IDB, one for each type of database provider (as specified by the ICON role), store detailed data about connections, timestamps, and events from the various data sources. For more information about the new tables in the Data Source Session Control schema, see Chapter 8 on page 215.
- Provides an indication that the endpoint associated with a party is an IVR device. ICON uses a formerly reserved field in the G_PARTY_HISTORY table, GSYS_EXT_INT1, to store information that identifies when the party is associated with an IVR device—a value of 1 in this field, in the first historical record related to the party, indicates that the associated endpoint is an IVR.
- Identifies whether the UserEvent that caused a record to be written to a custom states table came from a device at a time when that device was participating in an active call. ICON uses a formerly reserved field, GSYS_EXT_INT1, as a flag—a value of 1 in this field in the G_CUSTOM_DATA_P or G_CUSTOM_DATA_S tables indicates that the UserEvent was generated while the device was participating in an active call.
- If a virtual queue is involved in routing an interaction, stores the database identifier assigned to the virtual queue by Configuration Server (the DBID of the virtual queue) in the G_ROUTE_RESULT table in IDB, if this data is provided by URS.

- Provides sufficient information at the call and party level for downstream reporting applications to determine which party released the call. To support this functionality, ICON uses the GSYS_EXT_VCH1 and GSYS_EXT_VCH2 fields in the G_CALL_STAT table and the GSYS_EXT_INT1 field in the G_PARTY_STAT table to store information, if it is reported by T-Server. A new configuration option, store-releasing-party, enables or disables this functionality.

  This feature requires T-Server release 8.0 or higher, and Interaction Concentrator 8.0 supports this feature only for the Alcatel A4400/OXE switch.

- Improves merge functionality.
  - Implements database locking in a way that reduces the potential for problems to occur during execution of the merge procedure.
  - Introduces a new stored procedure, gsysIRMergeReset, that simplifies the steps to reset the merge procedure if required.

- Clarifies that the stored procedure that populates the G_TIMECODE table (gsysInitTimeCode), to enable time-interval reporting, does not populate the TC_WEEKDAY, TC_WEEK, TC_DAYNAME, TC_WEEKNAME, and TC_MONTHNAME columns. The descriptions of these fields in this document have been changed to indicate that they are reserved for future use, and they are not mandatory fields in the table.

- Removes the G_HA_CONTROL table from the IDB schema. This table was included in previous versions of the schema but is not used.

- Introduces support for the following relational database management systems (RDBMSs):
  - Oracle 11g
  - Microsoft SQL Server 2008
  - IBM DB2 9.5

- Discontinues support for Microsoft SQL Server 2000.

In addition, Interaction Concentrator release 8.0 supports the following new or changed functionality introduced since the initial release of Interaction Concentrator release 7.6.1:

- Stores the values of active Agent state reason codes. A new configuration option, gls-active-reason-codes, and a new IDB table, G_AGENT_STATE_RC_A, support this functionality. The existing G_AGENT_STATE_RC table continues to store the values of reason codes that have been changed or terminated.

- For deployments that have been configured to report data for Multimedia interactions that started in the past, stores a UserData snapshot that corresponds to the interaction-related data. A configuration option, om-force-adata, enables this functionality.

For more information about all the new features in Interaction Concentrator release 8.0, see the *Interaction Concentrator 8.0 Deployment Guide.*

Chapter 2: Core Schema

Because of the size and complexity of the Core schema, this chapter further subdivides its schema into six groupings:

- Configuration-related tables
- Call- and party-related tables
- Attached data-related tables
- Login- and session-related tables
- Service and dictionary-related tables
- Log tables

Core Schema Groupings

The following descriptions of each subdivision explain the structure of Interaction Database (IDB). For diagrams that depict the groupings, see “Core Schema Diagrams”, on page 13.

Configuration-Related Tables

Configuration-related tables are the largest grouping of Core Schema tables. These tables store information, mostly derived from the Configuration Server database, that fall into two groups:

- Object tables, whose names are all prefixed by GC_
- Object link tables, with table names beginning with GCX_

GCX_ tables store information about the associations between configuration objects, such as the assignments of skills to agents (GCX_SKILL_LEVEL).

Call- and Party-Related Tables

The group of call- and party-related tables provide detailed information about voice or multimedia interactions that are registered by T-Server or Interaction Server and the participants involved in those interactions. The principal tables in this group include:

- G_CALL, containing information about completed and active call interactions.
- G_PARTY, containing information about the parties involved in call interactions.
- G_IR, containing information about data that is common to all calls in a scenario.
- G_IS_LINK, containing information about the various links in a multi-site configuration.
- G_ROUTE_RESULT, containing information about call routing results.

In addition, each of these tables has an historical counterpart that affixes _HISTORY to the table name (for example, G_CALL_HISTORY, G_PARTY_HISTORY). Statistical information for this group is stored in the G_CALL_STAT and G_PARTY_STAT tables.

Attached Data–Related Tables

The Attached Data grouping of the Core Schema comprises six tables. G_SECURE_USERDATA_HISTORY stores information about attached data records that must be protected from unauthorized users, whereas the records in G_USERDATA_HISTORY are open. In addition, the following four tables store user data:

- G_CALL_USERDATA
- G_CALL_USERDATA_CUST
- G_CALL_USERDATA_CUST1
- G_CALL_USERDATA_CUST2

Login- and Session-Related Tables

The group of Login- and Session-related tables of the Core Schema provides detailed information about agent states, login sessions, associations between sessions and endpoints (DNs), reasons, and extensions. The principal tables in this group include:

- G_LOGIN_SESSION, containing information about agents' login sessions.
- GX_SESSION_ENDPOINT, containing information about the association between agent login sessions and endpoints.
- G_AGENT_STATE_RC, containing information about changed or terminated reason codes for agent states. (The G_AGENT_STATE_RC_A table contains information about active agent state reason codes for agent states.)

In addition, there are two historical tables:

- G_AGENT_STATE_HISTORY, providing an audit trail of agent states within each session.
- G_DND_HISTORY, providing this trail for do not disturb (DND) features occurring at a device.

Service- and Dictionary-Related Tables

The group of Service- and Dictionary-related tables of the Core Schema are predominantly used to describe field values in other tables:

- G_DICTIONARY and G_DICT_TYPE contain information for enumerator fields, such as the STATE, STATUS, and CAUSE fields found in several tables.
- G_DB_PARAMETERS contains general information about database schema, such as its version. IDB version is important to have when you are upgrading IDB.
- G_SYNC_CONTROL is used by the ICON application to maintain synchronization.

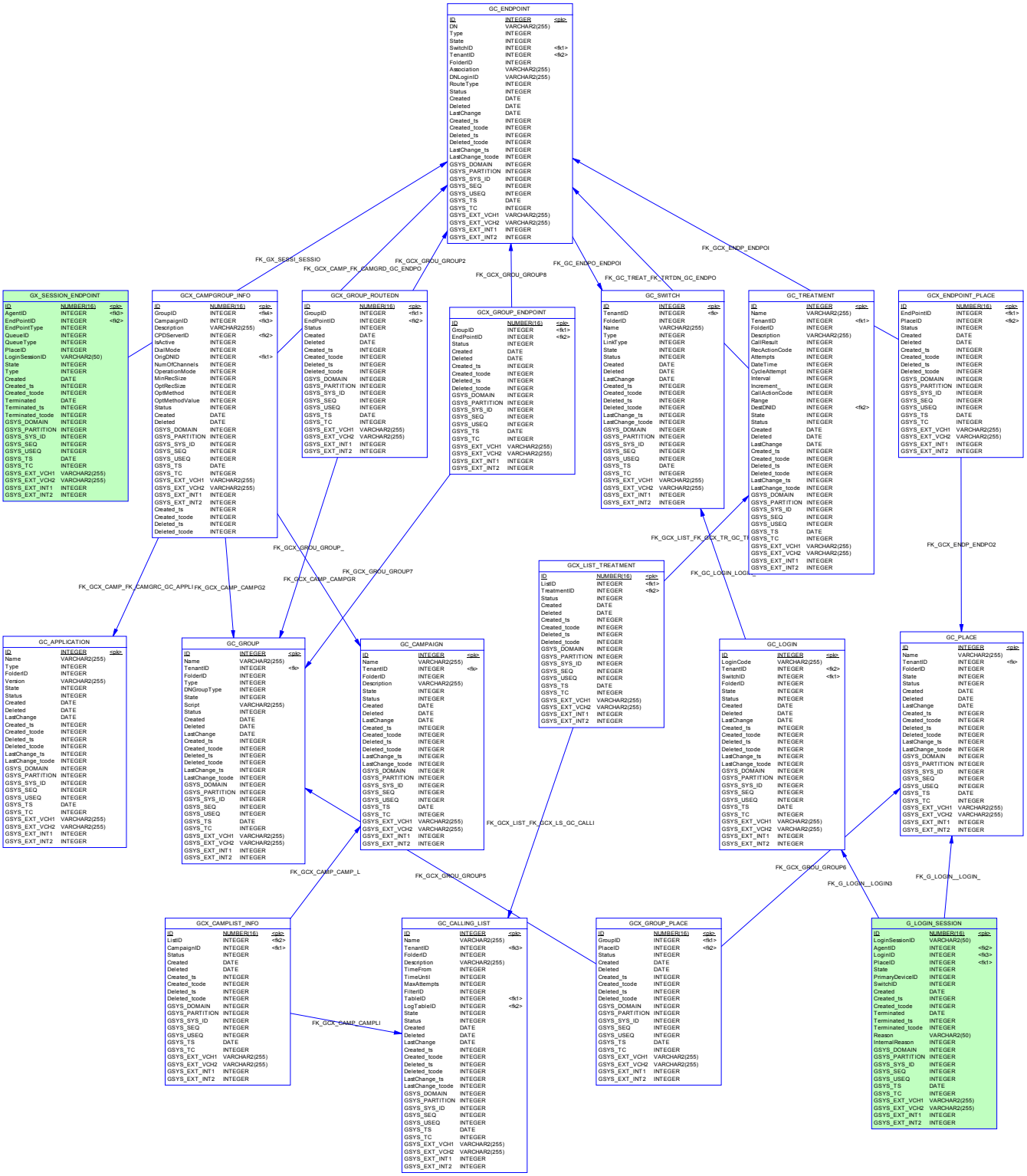
Log-Related Tables

This grouping of tables of the Core Schema stores information about the success or failure of ICON functions and stored procedures.

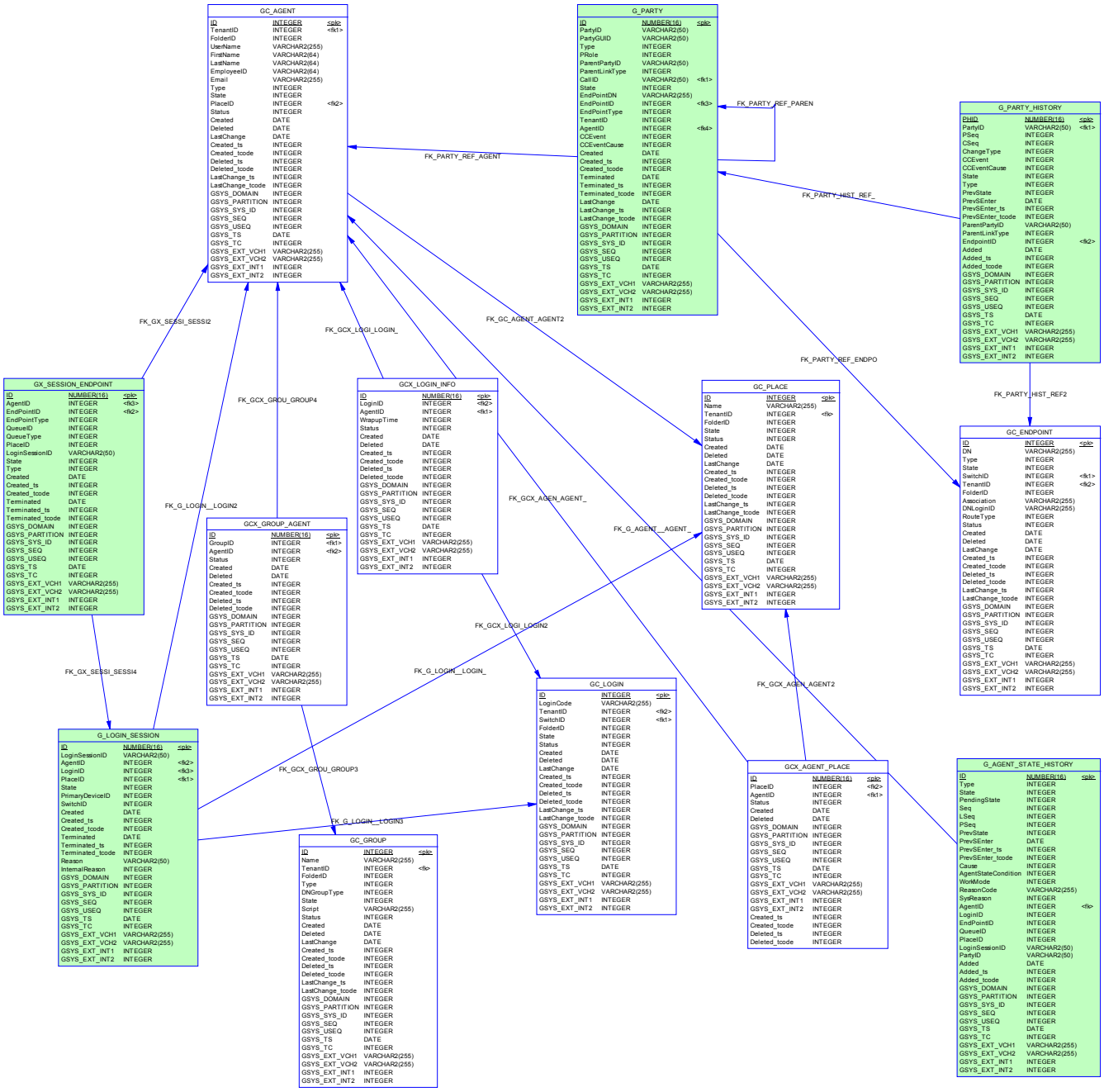
Core Schema Diagrams

The following diagrams depict the schema groupings. The tables in each subdivision are shown with a clear background, and the tables to which they join in other subdivisions are shown with shaded backgrounds.

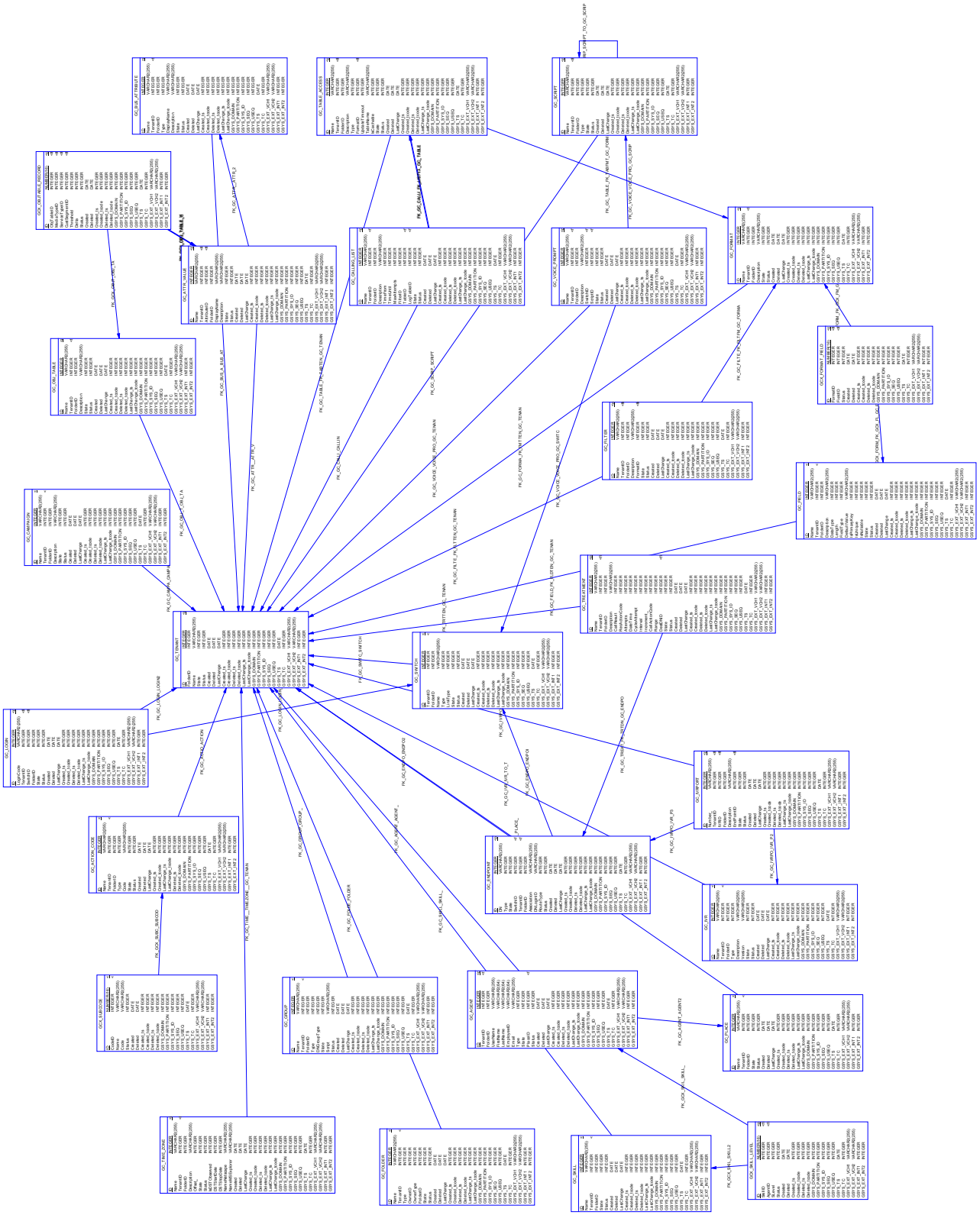
Configuration Tables (1 of 3)



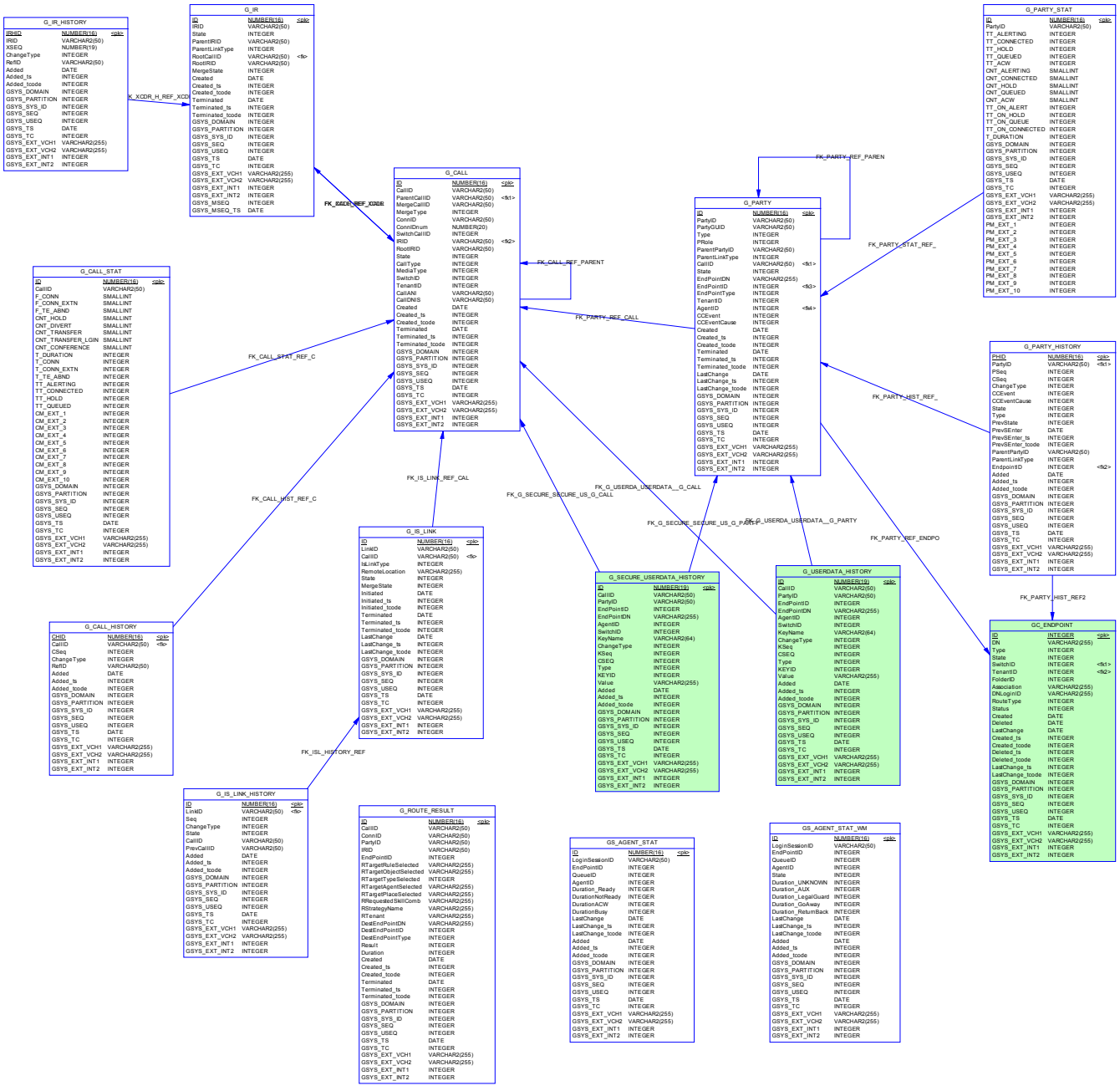
Configuration Tables (2 of 3)



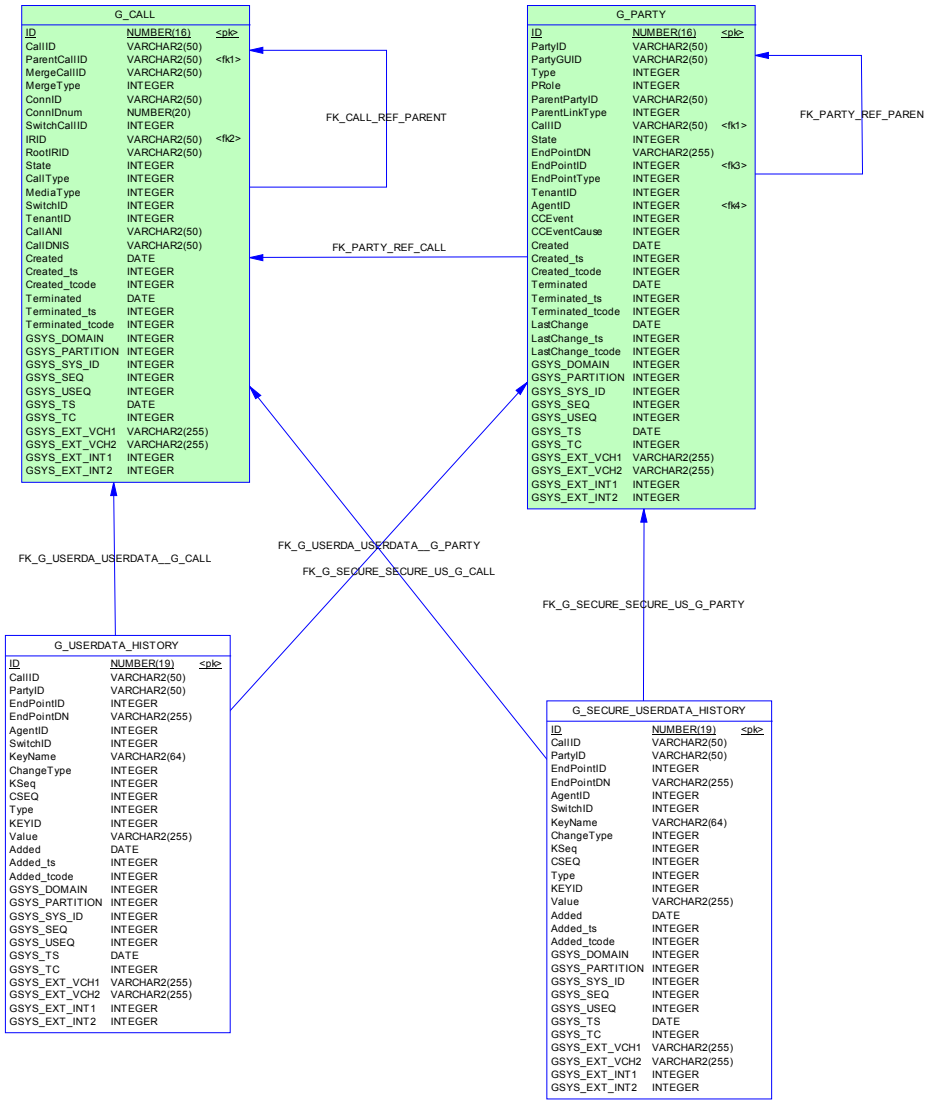
Configuration Tables (3 of 3)



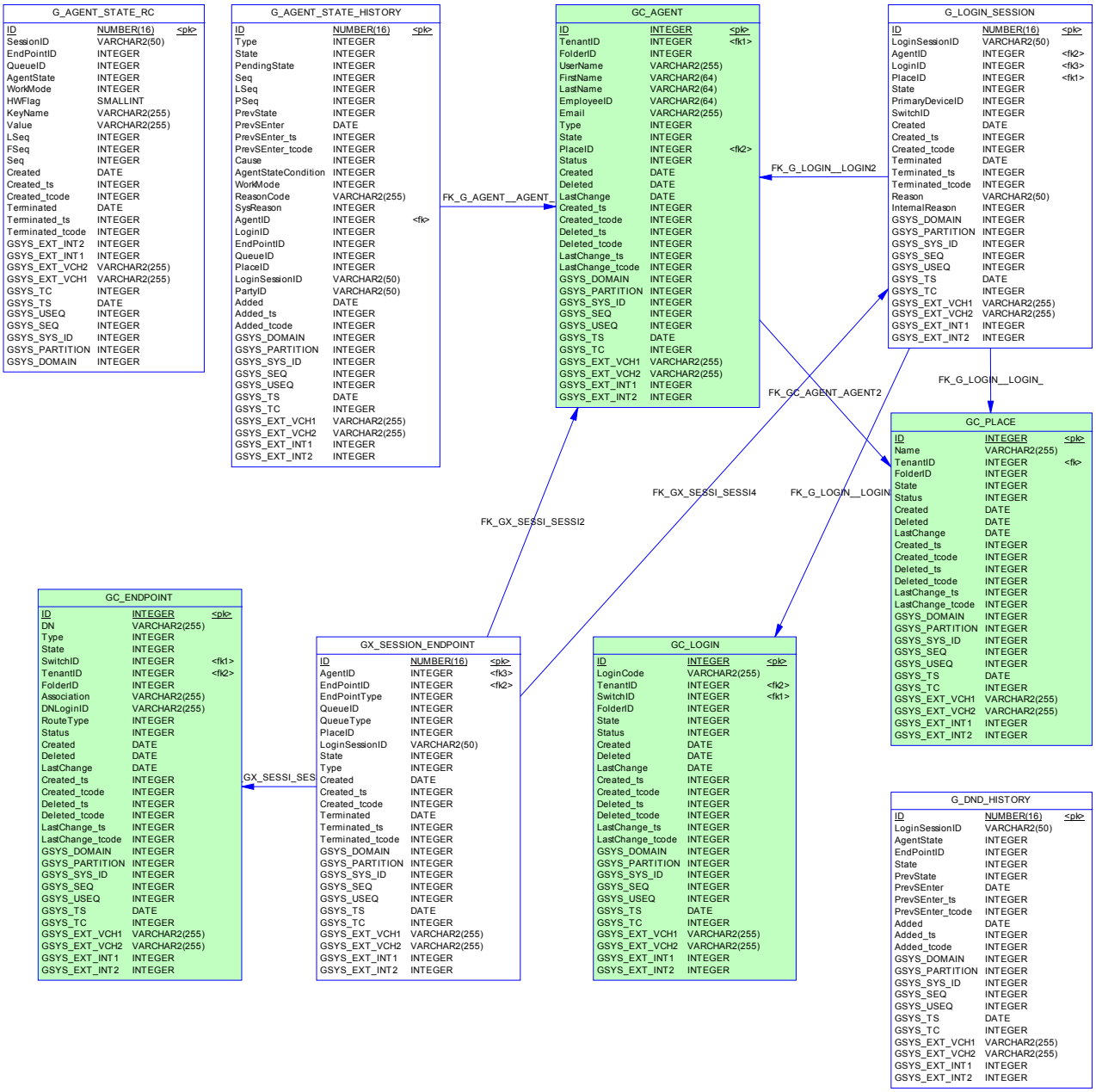
Call- and Party-Related Tables



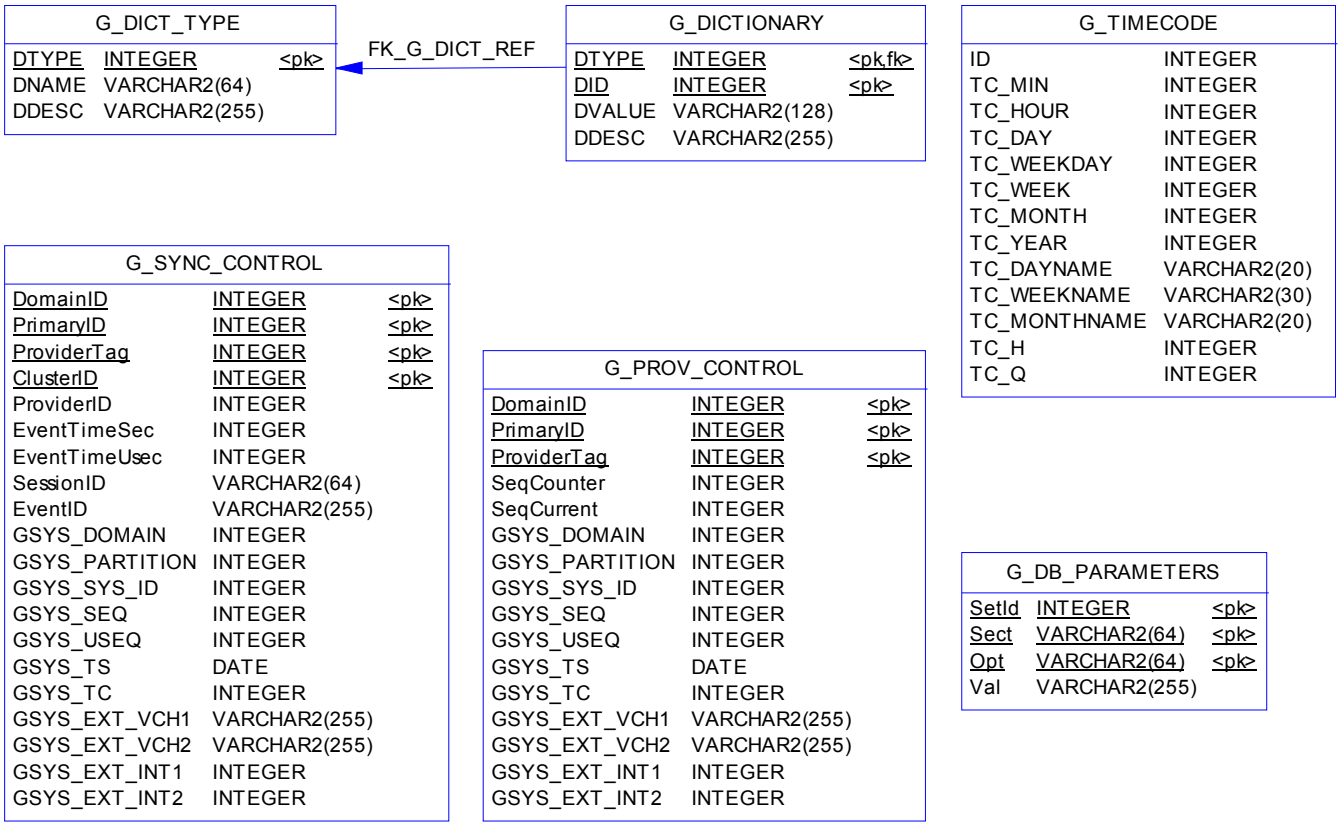
Attached Data–Related Tables



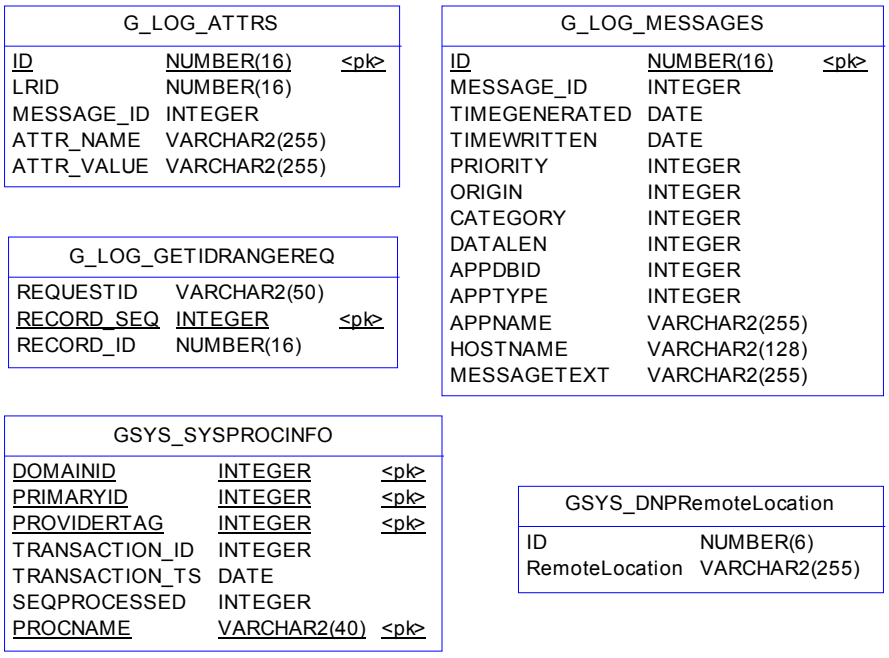
Login- and Session-Related Tables



Service and Dictionary-Related Tables



Log Tables



List of Indexes

Table	Index Name	U
GCX_AGENT_PLACE	IDX_AGENT_PLACE	
GCX_CAMPGROUP_INFO	IDX_CAMPGROUP_INFO	
GCX_CAMPLIST_INFO	IDX_CAMPLIST_INFO	
GCX_ENDPOINT_PLACE	IDX_ENDPOINT_PLACE	
GCX_FORMAT_FIELD	IDX_FORMAT_FIELD	
GCX_GROUP_AGENT	IDX_GROUP_AGENT	
GCX_GROUP_ENDPOINT	IDX_GROUP_ENDPOINT	
GCX_GROUP_PLACE	IDX_GROUP_PLACE	
GCX_GROUP_ROUTEDN	IDX_GROUP_ROUTEDN	
GCX_LIST_TREATMENT	IDX_LIST_TREATMENT	
GCX_LOGIN_INFO	IDX_LOGIN_INFO	
GCX_OBJTABLE_RECORD	IDX_OBJTABLE_RECORD	
GCX_SKILL_LEVEL	IDX_SKILL_LEVEL	
GCX_SUBCODE	IDX_SUBCODE	
GS_AGENT_STAT	IDX_GS_AGENT_STAT_SID	X
GS_AGENT_STAT_WM	IDX_AGENT_STAT_WM_SID	X
GX_SESSION_ENDPOINT	IDX_SN_ENDP_LSEP	
	IDX_SN_ENDP_AGID	
G_CALL	IDX_G_CALL_PCID	
	IDX_G_CALL_ROOTIRID	
	IDX_G_CALL_USEQ	
	IDX_G_CALL_SEQ	
	IDX_G_CALL_CID	X
	IDX_G_CALL_MRGCID	
G_CALL_HISTORY	IDX_G_CALL_H_CID	
G_CALL_STAT	IDX_G_CALL_STAT_CID	X
G_CALL_USERDATA	IDX_CUSERDATA_CID	X
G_CALL_USERDATA_CUST	IDX_CUDATA_CUST_CID	X
G_CALL_USERDATA_CUST1	IDX_CUDATA_CUST1_CID	X
G_CALL_USERDATA_CUST2	IDX_CUDATA_CUST2_CID	X
G_IR	IDX_G_IR_RCID	
	IDX_G_IR_ROOTIRID	
	IDX_G_IR_PXID	
	IDX_G_IR_SEQ	
	IDX_G_IR_USEQ	
	IDX_G_IR_IRID	X
G_IR_HISTORY	IDX_G_IR_H_XID	
	IDX_X_H_HIRID_SEQ	
G_IS_LINK	IDX_G_ISLINK_USEQ	
G_LOGIN_SESSION	IDX_G_LSESS_AGID	
	IDX_G_LSESS_LSID	X

Table	Index Name	U
G_PARTY	IDX_G_PARTY_PID	X
	IDX_G_PARTY_PPID	
G_PARTY_HISTORY	IDX_G_PARTY_H_PID	
G_PARTY_STAT	IDX_G_PARTY_STAT_PID	X

List of References

Child Table	Parent Table	Code	F
GCX_AGENT_PLACE	GC_PLACE	AGENT_PLACE_TO_PLACE	PlaceID
	GC_AGENT	AGENT_PLACE_TO_AGENT	AgentID
GCX_CAMPGROUP_INFO	GC_ENDPOINT	FK_CAMGRDN	OrigDNID
	GC_GROUP	CAMPGROUP_INFO_TO_GROUP	GroupID
	GC_CAMPAIGN	CAMPGROUP_TO_CAMPAIGN	CampaignID
	GC_APPLICATION	FK_CAMGRCPD	CPDServerID
GCX_CAMPLIST_INFO	GC_CALLING_LIST	CAMPLIST_INFO_TO_CALLING_LIST	ListID
	GC_CAMPAIGN	CAMP_LIST_INFO_TO_CAMPAIGN	CampaignID
GCX_ENDPOINT_PLACE	GC_PLACE	ENDPOINT_PLACE_TO_PLACE	PlaceID
	GC_ENDPOINT	ENDPOINT_PLACE_TO_ENDPOINT	EndPointID
GCX_FORMAT_FIELD	GC_FIELD	FK_GCX_FLDFMT	FieldID
	GC_FORMAT	FK_GCX_FMTFLD	FormatID
GCX_GROUP_AGENT	GC_AGENT	GROUP_AGENT_TO_AGENT	AgentID
	GC_GROUP	GROUP_AGENT_TO_GROUP	GroupID
GCX_GROUP_ENDPOINT	GC_ENDPOINT	GROUP_ENDPOINT_TO_ENDPOINT	EndPointID
	GC_GROUP	GROUP_ENDPOINT_TO_GROUP	GroupID
GCX_GROUP_PLACE	GC_PLACE	GROUP_PLACE_TO_PLACE	PlaceID
	GC_GROUP	GROUP_PLACE_TO_GROUP	GroupID
GCX_GROUP_ROUTEDN	GC_ENDPOINT	GROUP_ROUTEDN_TO_ENDPOINT	EndPointID
	GC_GROUP	GROUP_ROUTEDN_TO_GROUP	GroupID
GCX_LIST_TREATMENT	GC_CALLING_LIST	FK_GCX_LSTTRT	ListID
	GC_TREATMENT	FK_GCX_TRTLST	TreatmentID
GCX_LOGIN_INFO	GC_LOGIN	LOGIN_INFO_TO_LOGIN	LoginID
	GC_AGENT	LOGIN_INFO_TO_AGENT	AgentID
GCX_OBJTABLE_RECORD	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_CUSTSEGMENTID	CustSegmentID
	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_SERVICETYPEID	ServiceTypeID
	GC_ATTR_VALUE	OBJ_TABLE_RECORD_TO_ATTR_VALUE_BY_MEDIATYPEID	MediaTypeID
	GC_OBJ_TABLE	OBJ_TABLE_RECORD_TO_OBJ_TABLE	ObjTableID
GCX_SKILL_LEVEL	GC_AGENT	SKILL_LEVEL_TO_AGENT	AgentID
	GC_SKILL	SKILL_LEVEL_TO_SKILL	SkillID
GCX_SUBCODE	GC_ACTION_CODE	SUBCODE_TO_ACTION_CODE	CodeID
GC_ACTION_CODE	GC_TENANT	ACTION_CODE_TO_TENANT	TenantID

Child Table	Parent Table	Code	F
GC_AGENT	GC_TENANT	AGENT_TO_TENANT	TenantID
	GC_PLACE	AGENT_TO_PLACE	PlaceID
GC_ATTR_VALUE	GC_TENANT	ATTR_VALUE_TO_TENANT	TenantID
	GC_BUS_ATTRIBUTE	ATTR_VALUE_TO_BUS_ATTRIBUTE	AttributeID
GC_BUS_ATTRIBUTE	GC_TENANT	BUS_ATTRIBUTE_TO_TENANT	TenantID
GC_CALLING_LIST	GC_TABLE_ACCESS	FK_LISTLTAB	LogTableID
	GC_TABLE_ACCESS	FK_LISTTAB	TableID
	GC_TENANT	CALLING_LIST_TO_TENANT	TenantID
GC_CAMPAIGN	GC_TENANT	CAMPAIGN_TO_TENANT	TenantID
GC_ENDPOINT	GC_SWITCH	ENDPOINT_TO_SWITCH	SwitchID
	GC_TENANT	ENDPOINT_TO_TENANT	TenantID
GC_FIELD	GC_TENANT	FK_FLDTENANT	TenantID
GC_FILTER	GC_TENANT	FK_FLTTENANT	TenantID
	GC_FORMAT	FK_FILTFMT	FormatID
GC_FOLDER	GC_TENANT	FOLDER_TO_TENANT	TenantID
GC_FORMAT	GC_TENANT	FK_FMTTENANT	TenantID
GC_GROUP	GC_TENANT	GROUP_TO_TENANT	TenantID
GC_IVR	GC_TENANT	IVR_TO_TENANT	TenantID
GC_IVRPORT	GC_IVR	IVR_PORT_TO_IVR	IVRID
GC_IVRPORT	GC_TENANT	IVR_PORT_TO_TENANT	TenantID
	GC_ENDPOINT	IVR_PORT_TO_ENDPOINT	EndPointID
GC_LOGIN	GC_SWITCH	LOGIN_TO_SWITCH	SwitchID
	GC_TENANT	LOGIN_TO_TENANT	TenantID
GC_OBJ_TABLE	GC_TENANT	OBJ_TABLE_TO_TENANT	TenantID
GC_PLACE	GC_TENANT	PLACE_TO_TENANT	TenantID
GC_SCRIPT	GC_TENANT	SCRIPT_TO_TENANT	TenantID
	GC_SCRIPT	SCRIPT_TO_SCRIPT	
GC_SKILL	GC_TENANT	SKILL_TO_TENANT	TenantID
GC_SWITCH	GC_TENANT	SWITCH_TO_TENANT	TenantID
GC_TABLE_ACCESS	GC_FORMAT	FK_TABFMT	FormatID
	GC_TENANT	FK_TABTENANT	TenantID
GC_TIME_ZONE	GC_TENANT	TIMEZONE_TO_TENANT	TenantID
GC_TREATMENT	GC_TENANT	FK_TRTTENANT	TenantID
	GC_ENDPOINT	FK_TRTDN	DestDNID
GC_VOICE_PROMPT	GC_SCRIPT	VOICE_PROMPT_TO_SCRIPT	ScriptID
	GC_TENANT	VOICE_PROMPT_TO_TENANT	TenantID
	GC_SWITCH	VOICE_PROMPT_TO_SWITCH	SwitchID
GX_SESSION_ENDPOINT	GC_ENDPOINT	SESSION_ENDPOINT_TO_ENDPOINT	EndPointID
	G_LOGIN_SESSION	SESSION_ENDPOINT_TO_LOGIN_ SESSION	
	GC_AGENT	SESSION_ENDPOINT_TO_AGENT	AgentID
G_AGENT_STATE_HISTORY	GC_AGENT	AGENT_STATE_HISTORY_TO_AGENT	AgentID
G_CALL	G_IR	CALL_TO_IR	IRID

Child Table	Parent Table	Code	F
	G_CALL	CALL_REFERENCES_PARENT_CALL	ParentCallID
G_CALL_HISTORY	G_CALL	CALL_HISTORY_REFERENCES_CALL	CallID
G_CALL_STAT	G_CALL	CALL_STAT_TO_CALL	
G_DICTIONARY	G_DICT_TYPE	DICTIONARY_TO_DICT__TYPE	DTYPE
G_IR	G_CALL	IR_TO_CALL	RootCallID
G_IR_HISTORY	G_IR	IR_HISTORY_TO_IR	
G_IS_LINK	G_CALL	IS_LINK_REFERENCES_CALL	CallID
G_IS_LINK_HISTORY	G_IS_LINK	IS_LINK_HISTORY_REFERENCES_IS_ LINK	LinkID
G_LOGIN_SESSION	GC_LOGIN	LOGIN_SESSION_TO_LOGIN	LoginID
	GC_PLACE	LOGIN_SESSION_TO_PLACE	PlaceID
	GC_AGENT	LOGIN_SESSION_TO_AGENT	AgentID
G_PARTY	G_PARTY	PARTY_REFERENCES_PREVIOUS_ PARTY	
	GC_AGENT	PARTY_TO_AGENT	AgentID
	G_CALL	PARTY_REFERENCES_CALL	CallID
	GC_ENDPOINT	PARTY_TO_ENDPOINT	EndPointID
G_PARTY_HISTORY	GC_ENDPOINT	PARTY_HISTORY_TO_ENDPOINT	EndpointID
	G_PARTY	PARTY_HISTORY_REFERENCES_PARTY	PartyID
G_PARTY_STAT	G_PARTY	PARTY_STAT_TO_PARTY	
G_SECURE_USERDATA_ HISTORY	G_PARTY	SECURE_USERDATA_TO_PARTY	
	G_CALL	SECURE_USERDATA_TO_CALL	
G_USERDATA_HISTORY	G_PARTY	USERDATA_HISTORY_TO_PARTY	
	G_CALL	USERDATA_HISTORY_TO_CALL	

Table GCX_AGENT_PLACE

This table stores information about the associations between agents and places, including terminated associations, such as when an agent's assignment to a place is removed.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
PlaceID	INTEGER		X	X	The DBID of the Place object that is associated with AgentID (the agent).
AgentID	INTEGER		X	X	The DBID of the Person object (the agent) that is associated with PlaceID (the place).

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was removed.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.

Name	Data Type	P	M	F	Description
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

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Code	U	C	Table
IDX_AGENT_PLACE			GCX_AGENT_PLACE

Table GCX_CAMPGROUP_INFO

This table stores information about the associations between campaigns and agent or place groups, including terminated associations, such as when an agent group is removed from a campaign.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	INTEGER		X	X	The DBID of the AgentGroup or PlaceGroup that is associated with CampaignID (the campaign).
CampaignID	INTEGER		X	X	The DBID of the campaign that is associated with GroupID (the AgentGroup or PlaceGroup).
Description	VARCHAR2(255)				Free-format description
CPDServerID	INTEGER			X	The DBID of the CPD Server Application that is associated with this record.
IsActive	INTEGER		X		This is an indicator of whether the campaign on behalf to this group is active. It corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: 0 - Unknown 1 - False 2 - True #DICTIONARY TYPE 509
DialMode	INTEGER				A dedicated dial mode for this group. It corresponds to the CfgDialMode enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 521
OrigDNID	INTEGER			X	A DBID of the DN from where the dialing should be performed.

Name	Data Type	P	M	F	Description
NumOfChannels	INTEGER				The maximum number of outbound channels that can be used by this group at one time.
OperationMode	INTEGER				An operation mode. It corresponds to the CfgOperationMode enumeration (Configuration Server). One of the following values: 0 - Unknown Operation Mode 1 - Manual 2 - Scheduled #DICTIONARY TYPE 522
MinRecSize	INTEGER				A record buffering parameter.
OptRecSize	INTEGER				A record buffering parameter.
OptMethod	INTEGER				An optimization method. It corresponds to the CfgOptimizationMethod enumeration (Configuration Server). One of the following values: 0 - Unknown Optimization Criteria 1 - Agent Busy Factor 2 - Overdial Rate 3 - Average Waiting Time #DICTIONARY TYPE 523
OptMethodValue	INTEGER				The value of the optimization method that is specified by optMethod property.
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when this association was written to IDB. This is not necessarily the actual creation time of the association.
Deleted	DATE				The GMT-equivalent date and time when the association was removed.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.

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Code	U	C	Table
IDX_CAMPGROUP_INFO			GCX_CAMPGROUP_INFO

Table GCX_CAMPLIST_INFO

This table stores information about the associations between calling lists and campaigns, including terminated associations, such as when a calling list is removed from a campaign.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.

Name	Data Type	P	M	F	Description
ListID	INTEGER		X	X	The DBID of the Calling List object that is associated with CampaignID (the campaign).
CampaignID	INTEGER		X	X	The DBID of the Campaign object that is associated with ListID (the calling list).
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was removed.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_CAMPLIST_INFO			GCX_CAMPLIST_INFO

Table GCX_ENDPOINT_PLACE

This table stores information about the associations between endpoints (DNs) and places, including terminated associations, such as when an endpoint is removed from a place.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
EndPointID	INTEGER		X	X	The DBID of the Endpoint object (DN) that is associated with PlaceID (the place).
PlaceID	INTEGER		X	X	The DBID of the Place object that is associated with EndPointID (the DN).

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when the association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_ENDPOINT_PLACE			GCX_ENDPOINT_PLACE

Table GCX_FORMAT_FIELD

This table stores information about the associations between Formats and Fields, including terminated associations.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
FormatID	INTEGER		X	X	The DBID of the Format object that is associated with FieldID.
FieldID	INTEGER		X	X	The DBID of the Field object that is associated with FormatID.

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when the association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_FORMAT_FIELD			GCX_FORMAT_FIELD

Table GCX_GROUP_AGENT

This table stores information about the associations between agents and agent groups, including terminated associations, such as when an agent is removed from an agent group.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	INTEGER		X	X	The DBID of the Agent Group object that is associated with AgentID (a Person object).
AgentID	INTEGER		X	X	The DBID of the Person object (the agent) that is associated with GroupID (the agent group).

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when the association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_GROUP_AGENT			GCX_GROUP_AGENT

Table GCX_GROUP_ENDPOINT

This table stores information about the associations between endpoints (DNs) and DN groups, including terminated associations such as when a DN is removed from a DN group.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	INTEGER		X	X	The DBID of the DN Group object that is associated with EndPointID (the DN).
EndPointID	INTEGER		X	X	The DBID of the DN object that is associated with GroupID (the DN group).

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GROUP_ENDPOINT			GCX_GROUP_ENDPOINT

Table GCX_GROUP_PLACE

This table stores information about the associations between places and Place Groups, including terminated associations, such as when a Place is removed from a Place Group.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	INTEGER		X	X	The DBID of the Place Group object that is associated with PlaceID (the Place).
PlaceID	INTEGER		X	X	The DBID of the Place object that is associated with GroupID (the Place Group).

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GROUP_PLACE			GCX_GROUP_PLACE

Table GCX_GROUP_ROUTEDN

This table stores information about the associations of Agent/Place/DN Groups to Route DNs, including terminated associations.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is a primary key.
GroupID	INTEGER		X	X	The DBID of the Group (Agent, Place, DN) object that is associated with EndPointID (the Route DN object).
EndPointID	INTEGER		X	X	The DBID of the Route DN object that is associated with GroupID (the Agent, Place, or DN group).
Status	INTEGER		X		The status of the record. One of the following values: 0 - unknown - reserved for when ICON is unable to determine record status. 1 - record is active 2 - record is inactive (deleted) #DICTIONARY TYPE 24

Name	Data Type	P	M	F	Description
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED value.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED value.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GROUP_ROUTEDN			GCX_GROUP_ROUTEDN

Table GCX_LIST_TREATMENT

This table stores information about the associations between treatments and calling lists, including terminated associations, such as when the application of a treatment is removed from a calling list.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ListID	INTEGER		X	X	The DBID of the Calling List object that is associated with TreatmentID (the treatment).
TreatmentID	INTEGER		X	X	The DBID of the Treatment object that is associated with ListID (the calling list).
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_LIST_TREATMENT			GCX_LIST_TREATMENT

Table GCX_LOGIN_INFO

This table stores information about the associations of agent to agent logins, including terminated associations.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginID	INTEGER		X	X	The DBID of the Agent Login object that is associated with AgentID (the Person object).

Name	Data Type	P	M	F	Description
AgentID	INTEGER		X	X	The DBID of the Person object (the agent) that is associated with LoginID.
WrapupTime	INTEGER				The wrap-up time, in seconds, that is associated with this login identifier.
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when the association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_LOGIN_INFO			GCX_LOGIN_INFO

Table GCX_OBJTABLE_RECORD

This table stores information about associations between Objective Tables and- Enumerator Values, including terminated associations.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ObjTableID	INTEGER		X	X	The DBID of the Objective Table object that is associated with this record.
MediaTypeID	INTEGER		X	X	The DBID of the Media Type (Attribute Value) object that is associated with ObjTableID.
ServiceTypeID	INTEGER		X	X	The DBID of the Service Type (Attribute Value) object that is associated with ObjTableID.
CustSegmentID	INTEGER		X	X	The DBID of the Customer Segment (Attribute Value) object that is associated with ObjTableID.
Threshold	INTEGER				An objective threshold for this record
Delta	INTEGER				An objective delta for this record

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This does not necessarily reflect the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this association was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_OBJTABLE_RECORD			GCX_OBJTABLE_RECORD

Table GCX_SKILL_LEVEL

This table stores information about the associations between agents and skills, including terminated associations, such as when the assignment of a skill is removed from agent configuration.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SkillID	INTEGER		X	X	The DBID of the Skill object that is associated with AgentID (the agent).
AgentID	INTEGER		X	X	The DBID of the Person (Agent) object that is associated with SkillID (the skill).
SLevel	INTEGER				The skill level of the Agent

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This does not necessarily reflect the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this record was marked for deletion.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_SKILL_LEVEL			GCX_SKILL_LEVEL

Table GCX_SUBCODE

This table stores information about associations of Action Codes to Subcodes, including terminated associations.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CodeID	INTEGER		X	X	The DBID of the Action Code object that is associated with the subcode.
Name	VARCHAR2(255)		X		Subcode name
Code	VARCHAR2(255)		X		Subcode ID

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this record was deleted.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_SUBCODE			GCX_SUBCODE

Table GC_ACTION_CODE

This table stores information about the configuration of Action Code objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, auto-generated ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the Action Code object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Type	INTEGER		X		The type of the Action Code. This corresponds to the CfgActionCodeType enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 514
Code	VARCHAR2(255)		X		Index or abbreviation of the Action Code

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_AGENT

This table describes information about the configuration of Person (Agent) objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of the record. This is the primary key.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
UserName	VARCHAR2(255)		X		Person's user name (logon name)
FirstName	VARCHAR2(64)				Person's first name
LastName	VARCHAR2(64)				Person's last name
EmployeeID	VARCHAR2(64)		X		Code identifying this person within the Tenant's staff
Email	VARCHAR2(255)				Person's e-mail address

Name	Data Type	P	M	F	Description
Type	INTEGER		X		The flag showing whether this Person object is configured as an Agent or a Supervisor (non-Agent). This corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: 0 - Unknown - Reserved for when ICON is unable to determine agency. 1 - False - The Person object does not have the Is Agent flag; it is a Supervisor. 2 - True - The Person object has the Is Agent flag; it is an Agent. #DICTIONARY TYPE 509
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
PlaceID	INTEGER			X	The DBID of the Place that is assigned to this agent.
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time of the last change to the object (including creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.

Name	Data Type	P	M	F	Description
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_APPLICATION

This table stores information about the configuration of Application objects.

Note: At present, only CPD Servers are stored.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
Type	INTEGER		X		The type of Application. This corresponds to the CfgAppType enumeration (Configuration Server). ICON stores information about the following application types only: 1 T-Server 10 CPD Server 12 Outbound Contact Server 18 Agent Desktop Refer to the Appendix for a full listing of CfgAppType values. #DICTIONARY TYPE 506
FolderID	INTEGER				The DBID of the folder for the object.
Version	VARCHAR2(255)				Application version
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server): 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_ATTR_VALUE

This table stores information about the configuration of Enumerator Value (Attribute Value) objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object. This is a non-changeable system name.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
AttributeID	INTEGER		X	X	The DBID of the Business Attribute (Enumerator) to which this Attribute Value belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
DisplayName	VARCHAR2(255)				The display name of the object. This value is changeable.
Description	VARCHAR2(255)				Free format description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.

Name	Data Type	P	M	F	Description
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_BUS_ATTRIBUTE

This tables stores information about configuration of Enumerator (Business Attribute) objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.

Name	Data Type	P	M	F	Description
Name	VARCHAR2(255)		X		The name of the object. This is a non-changeable system name.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Type	INTEGER		X		The Business Attribute type. This corresponds to the CfgEnumeratorType (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 556
DisplayName	VARCHAR2(255)				The display name of the object. This value is changeable.
Description	VARCHAR2(255)				Free format description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.

Name	Data Type	P	M	F	Description
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_CALLING_LIST

This table stores information about the configuration of Calling List objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.

Name	Data Type	P	M	F	Description
Name	VARCHAR2(255)		X		The name of the calling list object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
TimeFrom	INTEGER				The earliest time when a dial can be performed
TimeUntil	INTEGER				The latest time when a dial can be performed.
MaxAttempts	INTEGER				The maximum number of attempts that a single record can be dialed for one campaign.
FilterID	INTEGER				The DBID of the Filter for this Calling List.
TableID	INTEGER			X	The DBID of the Table Access to which the Calling List refers.
LogTableID	INTEGER			X	The DBID of the Table Access (LogTable type) to which the Calling List refers.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the valud of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.

Name	Data Type	P	M	F	Description
Deleted_tcode	INTEGER				A reference, derived from the valud of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the valud of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_CAMPAIGN

This table stores information about the configuration of Campaign objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description.
State	INTEGER		X		The object's state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time of the actual removal of the object.
LastChange	DATE				The GMT-equivalent date and time of last change in the object (including creation and removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_ENDPOINT

This table stores configuration information about endpoints, including DNs, scripts, and agent places.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered record ID. This is the primary key.
DN	VARCHAR2(255)		X		The directory number.

Name	Data Type	P	M	F	Description
Type	INTEGER		X		The type of the DN. This corresponds to the CfgDNType enumeration IN Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 504
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE: 500
SwitchID	INTEGER		X	X	The DBID of the Switch to which this DN belongs.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Association	VARCHAR2(255)				The entity that is permanently associated with this DN. For example: an IVR port number, a channel name, or an access number.
DNLoginID	VARCHAR2(255)				Login identifier used to activate this DN.
RouteType	INTEGER		X		The route type of the Action Code. This corresponds to the CfgRouteType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE: 504
Status	INTEGER		X		The status of the object described by the record. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Alias assigned to DN
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_FIELD

This table stores information about the configuration of Field objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
DataType	INTEGER		X		The data type of field in the database. This corresponds to CfgDataType enumeration in Configuration Server. One of the following values: 0 - Unknown Data Type 1 - int 2 - float 3 - char 4 - varchar 5 - datetime #DICTIONARY TYPE 516
Length	INTEGER				Length of field in the database
FieldType	INTEGER				The type of the Field corresponding to the CfgFieldType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values. #DICTIONARY TYPE 517
DefaultValue	VARCHAR2(255)				The default value of the Field.
IsPrimaryKey	INTEGER				A flag which indicates whether a field is used as primary key. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: 0 - unknown 1 - false - field is not used as a primary key 2 - true - field is used as a primary key #DICTIONARY TYPE 509
IsUnique	INTEGER				A flag which indicates whether a field is unique. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: 0 - unknown 1 - false - field is not unique 2 - true - field is unique #DICTIONARY TYPE: 509

Name	Data Type	P	M	F	Description
IsNullable	INTEGER				A flag which indicates whether a field allows null values. This corresponds to the CfgFlag enumeration in Configuration Server. One of the following values: 0 - unknown 1 - false - field does not allow null values 2 - true - field does allow null values #DICTIONARY TYPE: 509
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_FILTER

This table stores information about the configuration of Filter objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the Filter object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
FormatID	INTEGER			X	The DBID of the Format to which this Filter is dedicated.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_FOLDER

This table stores information about the configuration of Folder objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
Type	INTEGER		X		The type of the Folder. This corresponds to the CfgObjectType enumeration (Configuration Server). Refer to the Appendix for a complete listing of permissible values. #DICTIONARY TYPE 528
OwnerID	INTEGER				The DBID of the owner object (Tenant, Switch, IVR, Business Attribute) of the folder.

Name	Data Type	P	M	F	Description
OwnerType	INTEGER				Type of the owner of the Folder. This corresponds to the CfgObjectType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values. # DICTIONARY TYPE 528
FolderID	INTEGER				The DBID of the folder for the object.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record # DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LAST_CHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_FORMAT

This table stores configuration information about Format objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The auto-generated record ID.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time of the actual removal of the object.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a recored in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a recored in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a recored in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_GROUP

This table stores information about agent group, place group, and DN group configuration objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The auto-generated record ID.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Type	INTEGER		X		The type of the Group corresponding to the CfgGroupType enumeration in Configuration Server. One of the following values: 0 - Unknown Group Type 1 - Agent Group 2 - Place Group 3 - DN Group 4 - Access Group #DICTIONARY TYPE 540

Name	Data Type	P	M	F	Description
DNGroupType	INTEGER				The type of DN Group corresponding to the CfgDNGroupType enumeration in Configuration Server. This is applicable only to DN group records. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 508
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Script	VARCHAR2(255)				The Virtual Agent Group script expression. This is applicable only to Agent Group objects.
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_IVR

This table stores information about the configuration of the IVR objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered record ID. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.

Name	Data Type	P	M	F	Description
Type	INTEGER		X		The type of the IVR. This corresponds to the CfgIVRType enumeration (Configuration Server). Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 524
Description	VARCHAR2(255)				Free-format description
Version	VARCHAR2(255)				IVR version
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_IVRPORT

This table stores configuration information about IVR Port objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of the record. This is the primary key.
Number_	VARCHAR2(255)		X		IVR port number
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.

Name	Data Type	P	M	F	Description
IVRID	INTEGER		X	X	The DBID of the IVR to which this IVR Port belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free-format description
EndPointID	INTEGER			X	The DBID of the DN associated with this IVR Port.
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE: 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_LOGIN

This table contains information about configuration of Agent Login objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginCode	VARCHAR2(255)		X		The Agent Login code
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
SwitchID	INTEGER		X	X	The DBID of the Switch to which this agent login belongs.
FolderID	INTEGER				The DBID of the Folder for the object.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE: 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value for the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value for the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value for the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_OBJ_TABLE

This table stores configuration information about Objective Table objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, auto-generated ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time of the actual removal of the object.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_PLACE

This table stores information about the configuration of Place objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_SCRIPT

This table stores configuration information about Script objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, auto-generated ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Type	INTEGER		X		The type of Script corresponding to the CfgScriptType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE: 513
State	INTEGER		X		The object state corresponding to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE: 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_SKILL

This table stores information about the configuration of Skill objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, auto-generated ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the Skill object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of the following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_SWITCH

This table contains information about the configuration of Switch objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of the record. This is the primary key.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Name	VARCHAR2(255)		X		The name of the configuration object.
Type	INTEGER		X		The type of the Switch. This corresponds to the CfgSwitchType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values. #DICTIONARY TYPE 501
LinkType	INTEGER				The link type of the Switch. This corresponds to the CfgLinkType enumeration in Configuration Server. Refer to the Appendix for a complete listing of permissible values. #DICTIONARY TYPE 502

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE: 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_TABLE_ACCESS

This table stores information about the configuration of Table Access objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, auto-generated ID of this record. This is the primary key.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
Type	INTEGER		X		The type of the Switch. This corresponds to the CfgSwitchType enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 501
FormatID	INTEGER			X	The DBID of the Format for this Table Access.
UpdateTimeout	INTEGER				A timeout, in seconds, between updates of table data in the application memory partition.

Name	Data Type	P	M	F	Description
TableName	VARCHAR2(255)				The name of the table in the database.
IsCachable	INTEGER				An indicator of whether or not the table data is mirrored in the application memory partition. Corresponds to the CfgFlag enumeration in Configuration Server. One of othe following values: 0 - Unknown 1 - True 2 - False #DICTIONARY TYPE 509
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_TENANT

The table stores information about Tenant configuration objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The unique, autonumbered ID of this record. This is the primary key.
FolderID	INTEGER				The DBID of the folder for the object.
Name	VARCHAR2(255)		X		The name of the object.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration (Configuration Server). One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the tenant. One of the following: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_TIME_ZONE

This table stores information about the configuration of Time Zone objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The auto-generated record ID.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
Offset_	INTEGER				The offset value from Greenwich Mean Time (GMT) for your Time Zone.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
IsDSTObserved	INTEGER				A flag indicating whether Daylight Savings Time (DST) is observed for your Time Zone. This corresponds to the CfgFlag enumeration type in Configuration Server. One of othe following values: 0 - Unknown 1 - True 2 - False #DICTIONARY TYPE 509
DSTStartDate	INTEGER				The start date and time for DST.
DSTStopDate	INTEGER				The stop date and time for DST.
NameNetscape	VARCHAR2(255)				The Netscape Internet Browser name for the Time Zone.
NameMSExplorer	VARCHAR2(255)				The Microsoft Internet Explorer name for the time zone.
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.

Name	Data Type	P	M	F	Description
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_TREATMENT

This table stores information about Configuration Treatment objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The auto-generated record ID.
Name	VARCHAR2(255)		X		The name of the object.

Name	Data Type	P	M	F	Description
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
CallResult	INTEGER		X		The call result related to this treatment. This corresponds to the GctiCallState enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 518
RecActionCode	INTEGER				The record action code. Corresponds to the CfgRecActionCode enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 519
Attempts	INTEGER				The attempt number to which the action should be performed.
DateTime	INTEGER				The GMT-equivalent date and time when another attempt must be applied to a DN.
CycleAttempt	INTEGER				The maximum number of sequential attempts for which the treatment can be applied to a DN.
Interval	INTEGER				The time interval, in minutes, between attempts.
Increment_	INTEGER				The time in interval, in minutes, before the next treatment attempt.
CallActionCode	INTEGER				The call action code. This corresponds to the CfgCallActionCode enumeration in Configuration Server. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 520
Range	INTEGER				The parameter that defines a time range.
DestDNID	INTEGER			X	The DBID of the DN to which the call with this call result will be forwarded or routed.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when this object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GC_VOICE_PROMPT

This table stores information about the configuration of Configuration Voice Prompt objects.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER	X	X		The auto-generated record ID.
Name	VARCHAR2(255)		X		The name of the object.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
Description	VARCHAR2(255)				Free format description
SwitchID	INTEGER			X	The DBID of the Switch to which this VoicePrompt is dedicated.
ScriptID	INTEGER			X	The DBID of the Script that is assigned to this Voice Prompt.
State	INTEGER		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of othe following values: 0 - unknown - Reserved for when ICON is unable to determine object state. 1 - enabled 2 - disabled #DICTIONARY TYPE 500

Name	Data Type	P	M	F	Description
Status	INTEGER		X		The status of the object described by the record. One of the following values: 0 - the status is unknown - Reserved for when ICON is unable to determine record status 1 - record is active 2 - record is inactive (object is deleted) 10 - synchronization is in the progress for an active record #DICTIONARY TYPE: 24
Created	DATE				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	DATE				The GMT-equivalent date and time when the object was removed.
LastChange	DATE				The GMT-equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: 0 - highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. 1 - CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. 2 - DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. 3 - both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved

Table GSYS_DNPRemoteLocation

This table contains information about the remote locations involved in an interaction. The presence of a record in this table indicates that the G_IS_LINK table in this database will not contain information about the linked part of the association (no pair). The merge stored procedure uses this information to determine whether or not to expect to receive additional information about the interaction on the other end of the IS-LINK.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(6)		X		The unique ID of this record. For DB2 and Microsoft SQL Server, this field is auto-generated by the DBMS. For Oracle, you must provide a unique ID.
RemoteLocation	VARCHAR2(255)				The name of the remote switch whose interaction handling is not recorded in this IDB.

Table GSYS_SYSPROCINFO

This is an internal table exclusively for ICON use. Please do not modify records in this table or this table's structure.

Column List

Name	Data Type	P	M	F	Description
DOMAINID	INTEGER	X	X		Reserved for internal use.
PRIMARYID	INTEGER	X	X		Reserved for internal use.
PROVIDERTAG	INTEGER	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
TRANSACTION_ID	INTEGER				Reserved for internal use.
TRANSACTION_TS	DATE				Reserved for internal use.
SEQPROCESSED	INTEGER		X		Reserved for internal use.
PROCNAME	VARCHAR2(40)	X	X		Reserved for internal use.

Table GS_AGENT_STAT

This table contains the duration of agent state metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.
EndPointID	INTEGER		X		The DBID of the agent's endpoint (DN) configuration object. This value is 0 for interactions originating from Interaction Server.
QueueID	INTEGER				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentID	INTEGER				The DBID of the agent (Person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.
Duration_Ready	INTEGER		X		The duration of the agent's ready state, in seconds, during the agent's login session.
DurationNotReady	INTEGER				The duration of the agent's notready state, in seconds, during the agent's login session.
DurationACW	INTEGER				The duration of the agent's ACW state, in seconds, during the agent's login session.
DurationBusy	INTEGER		X		The duration of the agent's busy state, in seconds, during the agent's login session.

Name	Data Type	P	M	F	Description
LastChange	DATE				The GMT-equivalent date and time when the record was created or updated. This is taken from the T-Server event that generates the update for this metric. If the update of the agent's metrics during login session is disabled, this value will always hold the same value as that in the ADDED field.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	DATE		X		The GMT-equivalent date and time when the record was inserted. This is taken from the last event related to the agent's login session.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_GS_AGENT_STAT_SID	X		GS_AGENT_STAT

Table GS_AGENT_STAT_WM

This table contains the duration of agent workmode metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESSIONID.
EndPointID	INTEGER		X		The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.
QueueID	INTEGER				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of NULL indicates that no queue is specified for this record.
AgentID	INTEGER				The DBID of the agent (person) configuration object in Configuration Server. This value is 0 if a Person object is not configured.
State	INTEGER				The Agent's state: Login, ready, notready, ACW, or busy.
Duration_UNKNOWN	INTEGER				The duration of the agent's state during the agent's login session with a workmode of UNKNOWN.
Duration_AUX	INTEGER				The duration of the agent's state during the agent's login session with a workmode of AuxWork.
Duration_LegalGuard	INTEGER				The duration of the agent's state during the agent's login session with a workmode of LegalGuard.
Duration_GoAway	INTEGER				The duration of the agent's state during the agent's login session with a workmode of Goaway.
Duration_ReturnBack	INTEGER				The duration of the agent's state during the agent's login session with a workmode of returnback.
LastChange	DATE				The GMT-equivalent date and time when the record was created or updated. This value is taken from the T-Server event that produces the update of this metric. If the update of the agent's metrics during login session is disabled, then this value will be the same as that in the ADDED field.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.

Name	Data Type	P	M	F	Description
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	DATE				The GMT-equivalent date and time when the record was inserted. This value is taken from the last T-Server event related to the agent's login session.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_AGENT_STAT_WM_SID	X		GS_AGENT_STAT_WM

Table GX_SESSION_ENDPOINT

This table contains records that reflect the associations between endpoints and the login session. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
AgentID	INTEGER			X	The DBID of the agent (Person) configuration object. This always has the same value as in the related record in the G_LOGIN_SESSION table.
EndPointID	INTEGER			X	The DBID of the agent's endpoint (DN) configuration object in Configuration Server. This value is 0 for interactions originating from Interaction Server.
EndPointType	INTEGER				The type of the endpoint (DN), as specified in Configuration Server. This value is 0 for interactions originating from Interaction Server.
QueueID	INTEGER				If the association between the agent's DN and a particular queue (ACDQ) is detected, then this field contains the DBID of the Queue (DN with type ACDQ) configuration object in Configuration Server. A value of NULL indicates that no association was detected..
QueueType	INTEGER				The type of the Queue (DN), as specified in Configuration Server. This field is not applicable 0 for interactions originating from Interaction Server.
PlaceID	INTEGER				The DBID of the Place configuration object in Configuration Server, if a Place object is configured.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.
State	INTEGER		X		The state of the association between the Endpoint and the Queue, in the agent's login session. May be active or terminated. If the agent logs out from a queue, with the login session not yet finished, then just the record related to the queue will be marked as terminated. One of the following values: 0 - terminated 1 - active #DICTIONARY TYPE 82
Type	INTEGER		X		The type of the record. One of the following values: 1 - agent_dn - the record was added without information about queue 2 - queue - the record was added with queue specified 3 - media - the record was added with specified media #DICTIONARY TYPE 12

Name	Data Type	P	M	F	Description
Created	DATE		X		The GMT-equivalent date and time when the association between endpoint (or endpoint and queue) and the agent's login session is detected.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the record was terminated; that is, the date and time when the association no longer exists.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_SN_ENDP_AGID			GX_SESSION_ENDPOINT
IDX_SN_ENDP_LSEP			GX_SESSION_ENDPOINT

Table G_AGENT_STATE_HISTORY

This table contains detailed information about state changes during the agent's login session. The records inserted into this table include:

- changes to the agent's state.
- changes to the agent's pending state.
- changes to the agent's workmode.
- changes to the agent's hardware reason code.
- indication that the agent connected to a call.
- indication the agent disconnected from a call.

The setting of the gls-enable-acw-busy and gls-acw-first configuration options may affect the values of certain fields in this table. The setting of configuration options in the [filter-data] section may also impact records in this table. Refer to the *Interaction Concentrator Deployment Guide* for a description of the gls-enable options and those options available in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.

Name	Data Type	P	M	F	Description
Type	INTEGER		X		The type of the record. One of the following values: -1 - unknown 0 - normal - Reserved 5 - state - records of this type track changes of agent's state 6 - pending_state - records of this type track changes of agent's pending state(when agent's state remains the same) 7 - add_party - records of this type track addition(one by one) of parties connected with the agent (at least one party is already connected) 8 - rem_party - records of this type track removal(one by one) of parties connected with the agent (at least one party is still connected) 9 - state_forced - records of this type track changes of agent's state that were forced by information received for another device 10 - pending_forced - records of this type track changes of agent's pending state that were forced by information received for another device 11 - reason - records of this type track changes of agent's workmode (when agent's state remains the same) 12 - reason_code - records of this type track changes of reason codes of agent's state(when agent's state and workmode remain the same) #DICTIONARY TYPE 13
State	INTEGER		X		The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following values: 0 - null - agent is logged off 1 - login - agent is logged in, but no information whether the agent is ready to receive calls 2 - notready - agent is not ready to receive calls 3 - ready - agent is ready to receive calls 4 - acw - agent is in after call work state 5 - busy - agent is on the call 6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc) #DICTIONARY TYPE 16

Name	Data Type	P	M	F	Description
PendingState	INTEGER				The pending state of the agent (if known). The agent's state will be changed to this state after the current state finishes. One of the following values: 0 - null - No pending state at the time 2 - notready - Not ready 3 - ready - Ready 4 - acw - After call work #DICTIONARY TYPE 17
Seq	INTEGER		X		The sequence number of the state changes record. Each time that an agent's state on a device changed (against queue, if specified), this field has the next value.
LSeq	INTEGER				The sequence number of the record within the a given login session.
PSeq	INTEGER				The sequence number of the record within the same state. If a pending state changed, this field has the next value. Records that reflect state changes have 0 in this field. Records that reflect pending state changes have a non-zero value in this field.
PrevState	INTEGER				State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: 0 - null - agent is logged off 1 - login - agent is logged in, but no information whether the agent is ready to receive calls 2 - notready - agent is not ready to receive calls 3 - ready - agent is ready to receive calls 4 - acw - agent is in after call work state 5 - busy - agent is on the call 6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc) #DICTIONARY TYPE 16
PrevSEnter	DATE				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Cause	INTEGER				The cause of creation of the record: 0 - nocause - No cause - reserved for future use 1 - normal - the record was added as result of a t-event that was received for the endpoint specified in the record 2 - forced_pause - Reserved 3 - forced_transition - the record was added to reflect changes in the agent's state (for example: pending state or workmode) that were forced by information received for another endpoint, or that resulted from information taken from the pending state 4 - autowork - after call work has started #DICTIONARY TYPE 14
AgentStateCondition	INTEGER				Additional, detailed information regarding the forced state change. One of the following values: 0 - nocondition - Reserved 1 - normal - the state change was not forced 2 - forced_by_another_device - the state change was forced by another device 3 - forced_by_pending_state - the state change was forced by pending state 4 - forced_by_connection_info - the state change was forced by information in EventRegistered or was a result of disconnection from T-Server #DICTIONARY TYPE 15
WorkMode	INTEGER				The workmode of the agent state as reported by T-Server. One of the following values: 0 - unknown - reserved for cases when ICON and/or T-Server is unable to determine WORKMODE. 1 - manualin - (AgentManualIn) the agent has to perform a manual operation to become available. 2 - autoin - (AgentAutoIn) the switch’s control system decides agent availability. 3 - aftercallwork - (AfterCallWork) the state where a device, on behalf of an agent, is no longer involved with an ACD call. While in this state, the agent is performing administrative duties for a previous call and cannot receive further calls from the ACD. 4 - auxwork - (AgentAuxWork) auxiliary work, the agent is not ready to receive calls (specific to the G3 switch only). 6 - walkaway - (Walk Away) the state where an agent is logged in to an ACD group, but is understood not to be at the agent workstation, and thus not prepared to handle calls that the ACD distributes. 7 - returnback - (AgentReturnBack) the agent has indicated return to the agent workstation (only used for transition from Walk Away state). #DICTIONARY TYPE 18

Name	Data Type	P	M	F	Description
ReasonCode	VARCHAR2(255)				The hardware reason code value (switch reason code) by the value of the key ReasonCode in the Extensions section.
SysReason	INTEGER				The system reason. An internal ICON reason to create a record.
AgentID	INTEGER			X	The DBID of the agent (person) configuration object.
LoginID	INTEGER				The DBID of the Login (the AgentID in the configuration database) on the switch.
EndPointID	INTEGER				The DBID of the agent's endpoint (DN) configuration object in Configuration Server.
QueueID	INTEGER				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
PlaceID	INTEGER				The DBID of the place configuration object (if configured). This is the place where the agent logged in.
LoginSessionID	VARCHAR2(50)				The ID (GUID) of the agent's login session. Refer to the record in G_LOGIN_SESSION.
PartyID	VARCHAR2(50)				The PartyID (GUID) of the party that is related to the record. Refer to G_PARTY. The PartyID can be either the party that connected with the agent or the party for the detected ACW state.
Added	DATE		X		The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH2	VARCHAR2(255)				If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is either 0 (when events come from Interaction Server 7.5) or null (when events come from Interaction Server 7.6 or T-Server 7.5+).
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				The Agent's 'busy level'-The number of calls with which the agent was connected at the time the history record was added. The calls are counted separately for each login session of the agent (if more than one login session exists at the same time on different switches).

Table G_AGENT_STATE_RC

The agent states reason codes. Records are inserted when either a hardware or software reason code finishes on an agent's state. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessionID	VARCHAR2(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.
EndPointID	INTEGER		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	INTEGER				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	INTEGER		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	INTEGER		X		The workmode of the Agent state provided by the reason code.

Name	Data Type	P	M	F	Description
HWFlag	SMALLINT		X		This flag indicates whether the reason code is hardware or software. One of the following values: 0 - false - it is a software reason code 1 - true - it is a hardware reason code #DICTIONARY TYPE 83
KeyName	VARCHAR2(255)		X		The key of the reason code. This always has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.
Value	VARCHAR2(255)				Value of the reason code.
LSeq	INTEGER		X		The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.
FSeq	INTEGER		X		Reserved for future use.
Seq	INTEGER		X		The sequence number of the reason code record within a login session.
Created	DATE		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE		X		The GMT-equivalent date and time when the finish of the reason code was detected.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	INTEGER				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_VCH2	VARCHAR2(255)				If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is either 0 (when events come from Interaction Server 7.5) or null (when events come from Interaction Server 7.6 or T-Server 7.5+).

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_TC	INTEGER				Reserved
GSYS_TS	DATE				Reserved
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Table G_AGENT_STATE_RC_A

The active Agent state reason codes. Records are inserted when a new hardware or software reason code is reported, a reason code is changed, or an agent's state is changed. When a reason code is closed because either the reason code or the state changed, the reason code becomes inactive and the corresponding record is removed from the table. The G_AGENT_STATE_RC table stores the values of inactive reason codes--in other words, reason codes that have been changed or terminated.

The G_AGENT_STATE_RC_A table contains only active reason code records. ICON clears the table on restart, to clean out obsolete records that would otherwise accumulate in the case of unexpected ICON or database failures.

An ICON application setting, gls-active-reason-codes in the [callconcentrator] section, determines whether ICON writes to this table.

Column List

Name	Data Type	P	M	F	Description text
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessionID	VARCHAR2(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.
EndPointID	INTEGER		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	INTEGER				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.

Name	Data Type	P	M	F	Description text
AgentState	INTEGER		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	INTEGER		X		The currrent (active) workmode of the Agent state provided by the reason code.
HWFlag	SMALLINT		X		A flag that indicates whether the reason code is hardware or software. One of the following values: 0 - false - it is a software reason code 1 - true - it is a hardware reason code #DICTIONARY TYPE 83
KeyName	VARCHAR2(255)		X		The key of the reason code. This always has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.
Value	VARCHAR2(255)				Value of the reason code.
LSeq	INTEGER		X		The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.
FSeq	INTEGER		X		Reserved for future use.
Seq	INTEGER		X		The sequence number of the reason code record within a login session.
Created	DATE		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	INTEGER				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type.
GSYS_TC	INTEGER				Reserved
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description text
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Table G_CALL

This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)		X		The unique ID of the interaction. The lxnGUID.
ParentCallID	VARCHAR2(50)			X	The ID of the parent interaction. This is primary call UUID for consultation call interactions.
MergeCallID	VARCHAR2(50)				The actual call UUID of a target call, in a conference or a transfer interaction. This value may differ from that in the ParentCallID field. This value will be unspecified for multimedia interactions.
MergeType	INTEGER				The type of the link between this interaction and the parent interaction. This value will be unspecified for multimedia interactions. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
ConnID	VARCHAR2(50)				The current connection ID. This value will be unspecified for multimedia interactions.
ConnIDnum	NUMBER(20)				The numeric representation of the connection ID. This value will be unspecified for multimedia interactions.
SwitchCallID	INTEGER				The switch-specific call ID. This value will be unspecified for multimedia interactions.
IRID	VARCHAR2(50)			X	The reference to the entry in the interaction segments hierarchy (G_IR table).
RootIRID	VARCHAR2(50)				A reference to the first interaction segment in the interaction hierarchy (G_IR table).

Name	Data Type	P	M	F	Description
State	INTEGER				The call state. One of the following values: 0 - unknown - Reserved 1 - active - The interaction is active 2 - terminated - The interaction has been terminated #DICTIONARY TYPE 4
CallType	INTEGER				The interaction's type. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine the interaction's type 1 - internal 2 - inbound 3 - outbound 4 - consult #DICTIONARY TYPE 5
MediaType	INTEGER				The media type of this interaction. One of the following values: 0 - unknown - Reserved for cases when ICON is unable to determine media type 1 - voice 2 - email 3 - chat 1000 - open media #DICTIONARY TYPE 6
SwitchID	INTEGER				The DBID of the Switch. This value will be unspecified for interactions originating from Interaction Server.
TenantID	INTEGER				The DBID of the Tenant.
CallANI	VARCHAR2(50)				The Automatic Number Identification, as reported by the T-Server.
CallDNIS	VARCHAR2(50)				The directory number to which the call was made, the DNIS, as reported by the T-Server. This value will be empty for multimedia interactions.
Created	DATE		X		The GMT-equivalent date and time when the interaction was initiated, as reported by T-Server or Interaction Server.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the interaction was terminated.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000 - open media), the stored string is the name of the media type. For example, “fax”.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				A flag indicating stuck calls: 0 - indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. 1 - indicates an interaction that has been determined as stuck. NULL - the value before the processing of call termination begins.

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Code	U	C	Table
IDX_G_CALL_PCID			G_CALL
IDX_G_CALL_MRGCID			G_CALL
IDX_G_CALL_ROOTIRID_			G_CALL
IDX_G_CALL_CID	X		G_CALL
IDX_G_CALL_USEQ			G_CALL
IDX_G_CALL_SEQ			G_CALL

Table G_CALL_HISTORY

This table contains chronological information on all of the states of voice or multimedia interactions, according to data received from T-Server or Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
CHID	NUMBER(16)	X	X		The call history record ID. This is the primary key.
CallID	VARCHAR2(50)		X	X	The call UUID, as provided by the server.
CSeq	INTEGER		X		The call history record sequence number, from the call creation time.
ChangeType	INTEGER				The type of change of call state: 1 - call_created 2 - call_terminated 3 - call_merged - Call merge (to another) 4 - call_trfailed - Call scenario error #DICTIONARY TYPE 1
RefID	VARCHAR2(50)				The reference to the call that is left after the merge operation (transfer or conference) for the call terminated record. This field is null otherwise.
Added	DATE		X		The GMT-equivalent date and time when the record was added. The time is taken from the T-Server event, which triggers the creation of the call history record.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_G_CALL_H_CID			G_CALL_HISTORY

Table G_CALL_STAT

This table contains information regarding voice call statistics, which are summarized upon completion of the call. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)		X		The unique ID of the call. The lxnGUID.
F_CONN	SMALLINT				This flag is set to TRUE if at least one INTERNAL or EXTERNAL party in a call changed state to CONNECTED with call control event CallControlEvent_Established.
F_CONN_EXTN	SMALLINT				This flag is set to TRUE if at least one INTERNAL party in a call changed state to LocalConnectionState_connected with call control event CallControlEvent_Established, and this party was on the device of type "Extension" or "ACD Position".
F_TE_ABND	SMALLINT				This flag is set to TRUE if EventAbandoned was reported by T-Server on the call.
CNT_HOLD	SMALLINT				This is the number of times an internal party in a call changed state to hold, with a call control event Held.
CNT_DIVERT	SMALLINT				This is the number of times an internal party in a call changed state to null, with a call control event Diverted.
CNT_TRANSFER	SMALLINT				This is the number of times a SingleStepTransfer or a TwoStepTransfer was reported in a call.
CNT_TRANSFER_ LGIN	SMALLINT				This is the number of times a call was transferred by the party which was on the device that has the agent logged in.
CNT_ CONFERENCE	SMALLINT				This is the number of times that a two-step conference was reported in a call.
T_DURATION	INTEGER				This is the duration of the time interval from initiation to termination of the call.
T_CONN	INTEGER				This is the duration of the time interval from initiation of the call to the moment when the F_CONN flag is set to TRUE. If the F_CONN flag is not set to true, then the value of T_CONN is 0.

Name	Data Type	P	M	F	Description
T_CONN_EXTN	INTEGER				This is the duration of the time interval from the initiation of the call to the moment when F_CONN_EXTN flag is set to TRUE. If the F_CONN_EXTN flag is not set to true, the value of T_CONN_EXTN is 0.
T_TE_ABND	INTEGER				This is the duration of the time interval from the initiation of the call to the moment when the F_TE_ABND flag is set to TRUE. If the F_TE_ABND flag is not set to true, then the value of T_TE_ABND is 0.
TT_ALERTING	INTEGER				This is the sum of all the time interval durations if there was at least one internal party in a call in the ALERTING state.
TT_CONNECTED	INTEGER				This is the sum of all the time intersections when all parties in a call were simultaneously in a CONNECTED state.
TT_HOLD	INTEGER				This is the sum of all the time interval durations when there was at least one internal party in a call in the HOLD state.
TT_QUEUED	INTEGER				This is the sum of all the time interval durations when there was at least one internal party in a call in the QUEUED state.
CM_EXT_1	INTEGER				Reserved
CM_EXT_2	INTEGER				Reserved
CM_EXT_3	INTEGER				Reserved
CM_EXT_4	INTEGER				Reserved
CM_EXT_5	INTEGER				Reserved
CM_EXT_6	INTEGER				Reserved
CM_EXT_7	INTEGER				Reserved
CM_EXT_8	INTEGER				Reserved
CM_EXT_9	INTEGER				Reserved
CM_EXT_10	INTEGER				Reserved
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	VARCHAR2(255)				Indicates the device (endpoint) that initiated call termination. ICON stores one of the following in this field: - The string that T-Server delivers in the AttributeCtrlParty attribute in EventCallDeleted. The string is stored only when (a) ICON processes data from a T-Server (release 8.0 or later) for the Alcatel A4400 switch and (b) the store-releasing-party configuration option enables this feature (store-releasing-party=1|true|y). - An empty string if T-Server does not report the AttributeCtrlParty attribute in EventCallDeleted or the store-releasing-party configuration option disables this feature (store-releasing-party=0|false|n). The default value of the option is 0. The endpoint that initiated call termination is stored in IDB as reported by T-Server. In a multi-site deployment, the endpoint that initiated call deletion might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
GSYS_EXT_VCH2	VARCHAR2(255)				Specifies the party associated with the endpoint that initiated call termination, if ICON is able to identify it. If the store-releasing-party configuration option enables this functionality (store-releasing-party=1|true|y), ICON stores one of the following in this field: - The PartyID associated with the endpoint in GSYS_EXT_VCH1, if ICON can identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted. - An empty string if ICON cannot identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted.
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Integer value of timestamp from last TEvents that cause record update

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Code	U	C	Table
IDX_G_CALL_STAT_CID	X		G_CALL_STAT

Table G_CALL_USERDATA

This table stores the principal information regarding user data that is attached to voice call interactions.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.

Name	Data Type	P	M	F	Description
CALLID	VARCHAR2(50)		X		The unique ID of the call interaction.
G_CUSTOMER_SEGMENT	VARCHAR2(255)				The value of the customer-segment attribute of userdata.
G_SERVICE_TYPE	VARCHAR2(255)				The value of the service-type attribute of userdata.
G_SERVICE_SUBTYPE	VARCHAR2(255)				The value of the service-subtype attribute of userdata.
G_BUSINESS_RESULT	VARCHAR2(255)				The value of the business-result attribute of userdata.
CUSTOMER_ID	VARCHAR2(255)				The value of the customer-id attribute of userdata.
TRANSACTION_ID	VARCHAR2(255)				The value of the transaction-id attribute of userdata.
CAUSE_ID	VARCHAR2(255)				The value of the cause-id attribute of userdata.
ACCOUNT_ID	VARCHAR2(255)				The value of the account-id attribute of userdata.
DESTINATION_ID	VARCHAR2(255)				The value of the destination-id attribute of userdata.
TARGET_ID	VARCHAR2(255)				The value of the target-id attribute of userdata.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_CUSERDATA_CID	X		G_CALL_USERDATA

Table G_CALL_USERDATA_CUST

The table contains custom-attribute information about user data attached to call interactions.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	VARCHAR2(50)		X		The unique ID of the interaction.
CUST_DATA_1	VARCHAR2(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	VARCHAR2(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	VARCHAR2(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	VARCHAR2(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	VARCHAR2(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	VARCHAR2(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	VARCHAR2(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	VARCHAR2(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	VARCHAR2(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	VARCHAR2(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	VARCHAR2(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	VARCHAR2(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	VARCHAR2(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	VARCHAR2(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	VARCHAR2(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	VARCHAR2(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	VARCHAR2(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	VARCHAR2(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	VARCHAR2(128)				The value of the cust-data-19 attribute of userdata.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_CUDATA_CUST_CID	X		G_CALL_USERDATA_CUST

Table G_CALL_USERDATA_CUST1

This table stores additional custom-attribute information regarding the user data that is attached to call interactions.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record.
CALLID	VARCHAR2(50)		X		The unique ID of this interaction.
CUST_DATA_1	VARCHAR2(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	VARCHAR2(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	VARCHAR2(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	VARCHAR2(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	VARCHAR2(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	VARCHAR2(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	VARCHAR2(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	VARCHAR2(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	VARCHAR2(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	VARCHAR2(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	VARCHAR2(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	VARCHAR2(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	VARCHAR2(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	VARCHAR2(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	VARCHAR2(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	VARCHAR2(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	VARCHAR2(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	VARCHAR2(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	VARCHAR2(128)				The value of the cust-data-19 attribute of userdata.

Name	Data Type	P	M	F	Description
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_CUDATA_CUST1_CID	X		G_CALL_USERDATA_CUST1

Table G_CALL_USERDATA_CUST2

This table contains additional custom-attribute information regarding the user data that is attached to the call interactions.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	VARCHAR2(50)		X		The unique ID of the interaction.
CUST_DATA_1	VARCHAR2(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	VARCHAR2(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	VARCHAR2(255)				The value of the cust-data-3 attribute of userdata.
CUST_DATA_4	VARCHAR2(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	VARCHAR2(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	VARCHAR2(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	VARCHAR2(128)				The value of the cust-data-7 attribute of userdata.

Name	Data Type	P	M	F	Description
CUST_DATA_8	VARCHAR2(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	VARCHAR2(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	VARCHAR2(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	VARCHAR2(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	VARCHAR2(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	VARCHAR2(128)				The value of the cust-data-13 attribute of userdata.
CUST_DATA_14	VARCHAR2(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	VARCHAR2(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	VARCHAR2(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	VARCHAR2(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	VARCHAR2(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	VARCHAR2(128)				The value of the cust-data-19 attribute of userdata.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_CUDATA_CUST2_CID	X		G_CALL_USERDATA_CUST2

Table G_DB_PARAMETERS

This table contains information regarding some of the configuration parameters (such as the database schema version) that are used by ICON.

Column List

Name	Data Type	P	M	F	Description
SetId	INTEGER	X	X		The ID of the parameter set. The default parameter set is 0.
Sect	VARCHAR2(64)	X	X		The name of the parameter section.
Opt	VARCHAR2(64)	X	X		The name of the parameter option.
Val	VARCHAR2(255)				The value of the parameter option.

Table G_DICTIONARY

This table contains a set of values for every enumeration class that is defined in the G_DICT_TYPE table. This table is populated by ICON initialization scripts. Refer to the Appendix for a complete listing of values for each dictionary type.

Column List

Name	Data Type	P	M	F	Description
DTYPE	INTEGER	X	X	X	The identifier of the enumeration class as defined in the G_DICT_TYPE table.
DID	INTEGER	X	X		The identifier of the specific value within the enumeration class.
DVALUE	VARCHAR2(128)		X		The name of the specific value that corresponds to the identifier.
DDESC	VARCHAR2(255)				The description of the enumeration value.

Table G_DICT_TYPE

This table contains information regarding the classes of the enumeration types referenced in IDB tables. In running the ICON initialization scripts, this table gets populated with the following enumeration types:

1-Call History Change Type
2-Party History Change Type
3-IR History Change Type
4-Call States
5-Call types
6-Call media types
7-IR States
8-Local connection state
9-Party type
10-Party role
11-Party parent link type
12-Session Endpoint Type
13-Agent State History Type

14-Agent State History Cause
15-Agent State History Condition
16-Agent State History State
17-Agent State History Pending State
18-Agent State History WORKMODE
19-Attached Data Change Type
20-Attached Data Source
21-IS-Link current state
22-IS-Link history change type
23-IS-Link merge state
24-Configuration history tables status
25-HA_CONTROL status
26-PROV_CONTROL provider tag IDs
27-IS-Link type
28-Route result
29-Route target type
30-Call Control Event
31-Call Control Event Cause
32-Log message priority
33-Log message category
34-Log message origin
71-Campaign State
73-System Reasons to Campaign termination
75-OCS Event cause
76-OCS Chain states
77-OCS Metric types
80-DND feature state
81-Login Session state
82-Association between Login Session and endpoint state
83-Flag of HW reason code
84-Possible system reasons in Login sessions
85-Virtual Queue state cause
86-Call Merge Types
87-Reliability of Route Result
88-Type of Stop Processing Actor
500-Object State
501-Switch type
502-Switch link type
504-DN Route type
505-DN type
506-Application type
508-DN Group type
509-Object flag
513-Script type
514-Action Code type

515-Table Access type
516-Field data type
517-Field type
518-GCTI Call State
519-Treatment Action Code
520-Treatment Call Action Code
521-Campaign Group Dialing Mode
522-Campaign Group Operation Mode
523-Campaign Group Optimization Method
524-IVR Type
528-Object Type
540-Group Type
543-GCTI Record Type
544-GCTI Record Status
545-GCTI Contact Type
555-DN Register Flag
556-Enumerator Type

Column List

Name	Data Type	P	M	F	Description
DTYPE	INTEGER	X	X		The identifier of the enumeration class. The set of the enumeration class values is expanded in the G_DICTIONARY tables.
DNAME	VARCHAR2(64)				The name of the enumerator class.
DDESC	VARCHAR2(255)				The description of the enumerator class.

Table G_DND_HISTORY

This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session. The T-Server model registers DND events against individual DNs. For the Multimedia model, the DND feature can be activated or deactivated only for the agent's overall place, which may consist of more than one DN. As such, the ENDPOINTID field will always hold a value of 0 for interactions originating from Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESSIONID.

Name	Data Type	P	M	F	Description
AgentState	INTEGER				The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following values: 0 - null - agent is logged off 1 - login - agent is logged in, but no information whether the agent is ready to receive calls 2 - notready - agent is not ready to receive calls 3 - ready - agent is ready to receive calls 4 - acw - agent is in after call work state 5 - busy - agent is on the call 6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from t-server, etc.) #DICTIONARY TYPE 16
EndPointID	INTEGER		X		The DBID of the DN object that is associated with this record. This value is 0 for interactions originating from an Interaction Server.
State	INTEGER		X		Do-not-disturb feature state. One of the following values: 0 - clear - Do not disturb flag is not set 1 - set - Do not disturb flag is set #DICTIONARY TYPE 80
PrevState	INTEGER				State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: 0 - null - agent is logged off 1 - login - agent is logged in, but no information whether the agent is ready to receive calls 2 - notready - agent is not ready to receive calls 3 - ready - agent is ready to receive calls 4 - acw - agent is in after call work state 5 - busy - agent is on the call 6 - unknown - agent's login session is present, but ICON has no information about agent's state (due to disconnect from T-Server, etc) #DICTIONARY TYPE 16
PrevSEnter	DATE				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Added	DATE		X		The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.

Name	Data Type	P	M	F	Description
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				If the gls-store-event-seq configuration option is set to 1, then this field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is null.
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table G_IR

This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
IRID	VARCHAR2(50)		X		The Interaction Record ID. This is a unique ID assigned either by ICON for the interaction segment or interaction hierarchy for a single site call, or by a merge procedure for the interaction hierarchy for a multi-site call.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The interaction record state. One of the following values: 0 - unknown - Reserved 1 - active - the interaction segment corresponds to an active call 2 - terminated - the interaction segment corresponds to a terminated call or an updated interaction hierarchy after a merge #DICTIONARY TYPE 7
ParentIRID	VARCHAR2(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	INTEGER				Reserved. This field holds a 0 value in the current interaction hierarchy model. #DICTIONARY TYPE: 11
RootCallID	VARCHAR2(50)		X	X	This is used for local calls. It is a reference to the call for which this record was initiated. If this is the result of a merge procedure, an interaction record is created where this value refers to the first call in an interaction hierarchy.
RootIRID	VARCHAR2(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	INTEGER				This is the result of a merge procedure execution. One of the following values: 1- Not_processed - the record was not processed by a merge procedure. 2- Incomplete - the merge is in a pending state; not all of the data is available for the merge. 3 - Complete - the merge is complete; the interaction details hierarchy can be used for analysis. #DICTIONARY TYPE 23
Created	DATE		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	INTEGER				The UTC-equivalent of the value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent time when the record was terminated.
Terminated_ts	INTEGER				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				If the record was created as a result of Multimedia event processing and the information about the parent interaction ID was provided by a Multimedia Interaction Server, but no related record in IDB was detected (for example, because old records were purged), this field contains the parent interaction ID.
GSYS_EXT_VCH2	VARCHAR2(255)				A flag indicating stuck interactions: 1 - indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	INTEGER				A flag indicating the source of the interaction: 1 - indicates a multimedia interaction originating from a Genesys Interaction Server. null - indicates a voice interaction originating from Genesys T-Server TEvent processing.
GSYS_EXT_INT2	INTEGER				Can be set by the gsysIRMerge procedure during interaction merge execution, to one of the following values: null - interaction has not yet been merged 0 - single-site interaction 1 - inter-site interaction, whose parts reside in several IDBs. ICON also places a corresponding record in the GSYS_DNPREMOTELOCATION table.
GSYS_MSEQ	INTEGER				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	DATE				The timestamp that is assigned by the merge procedure.

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Code	U	C	Table
IDX_G_IR_PXID			G_IR
IDX_G_IR_RCID			G_IR
IDX_G_IR_ROOTIRID_			G_IR
IDX_G_IR_IRID	X		G_IR
IDX_G_IR_USEQ			G_IR
IDX_G_IR_SEQ			G_IR

Table G_IR_HISTORY

This table contains information regarding all states, in chronological order, of the interaction, according to the information supplied by the specific provider, such as T-Server, Interaction Server, or the Outbound Contact Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
IRHID	NUMBER(16)	X	X		The unique ID of the interaction history record. This is the primary key.
IRID	VARCHAR2(50)		X		The ID of the Interaction record.
XSEQ	NUMBER(19)				Reserved
ChangeType	INTEGER				The type of change of interaction state. One of the following values: 1 - ir_created - Interaction creation 2 - ir_terminated - Interaction termination 3 - ir_merged - Interaction merge (result of a two-step transfer or a two-step conference) #DICTIONARY TYPE 3
RefID	VARCHAR2(50)				Reserved
Added	DATE		X		The GMT-equivalent data and time when the record was added as inherited from the T-Server TEvent.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_G_IR_H_XID			G_IR_HISTORY
IDX_X_H_HIRID_SEQ			G_IR_HISTORY

Table G_IS_LINK

This table contains information regarding the latest state of the intersite link. An intersite link allows you to connect the information regarding two calls that originated on two different sites. The state is derived from the information supplied by the T-Server application.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		This is the unique identifier. This is the primary key.
LinkID	VARCHAR2(50)		X		This is the intersite link ID, which identifies the association between two calls.
CallID	VARCHAR2(50)		X	X	The current call UUID.
IsLinkType	INTEGER		X		The type of IS-Link. One of the following values: 0 - bidirectional - Bidirectional IS-Link 1 - unidirectional - Unidirectional IS-Link 2 - source - Unidirectional IS-Link 3 - target - Unidirectional IS-Link #DICTIONARY TYPE 27
RemoteLocation	VARCHAR2(255)				The name of remote switch where the instance of the second call in the association is located.
State	INTEGER		X		The current link state. One of the following values: 0 - unknown - Reserved. 1 - active - IS-Link is active. 2 - terminated - IS-Link is terminated. 3 - failed - IS-Link is failed; no pair is expected on the other site. #DICTIONARY TYPE 21
MergeState	INTEGER				The result of execution of merge procedure. One of the following values: 1 - not_processed - merge procedure has not processed this record yet 2 - incomplete - IS-Link has no pair 3 - complete - merge procedure completed #DICTIONARY TYPE 23
Initiated	DATE		X		The GMT-equivalent date and time when the link was initiated.

Name	Data Type	P	M	F	Description
Initiated_ts	INTEGER				The UTC-equivalent value of the INITIATED field.
Initiated_tcode	INTEGER				A reference, derived from the value of the INITIATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The date and time when the link was terminated.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChange	DATE		X		The date and time of the last update to the link history.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Can be set by the gsysIRMerge procedure during interaction merge execution, to one of the following values: -3 - partially merged (reattached nodes) -2 - neither interaction record (IR) has terminated -1 only one IR has not terminated 0 - all IRs have been terminated (ready for merge) 1 - partially merged (not reattached)

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Code	U	C	Table
IDX_G_ISLINK_USEQ			G_IS_LINK

Table G_IS_LINK_HISTORY

This table contains information regarding all of the states of the intersite link, in chronological order as derived from data supplied by T-Server.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		This unique, autonumbered ID of this record. This is the primary key.
LinkID	VARCHAR2(50)		X	X	This is the intersite link ID, which identifies the association between two calls.
Seq	INTEGER		X		The sequence number of the changes in this link history.
ChangeType	INTEGER		X		IS-Link history record type: added, moved, or deleted. One of the following: 0 - unknown - Reserved 1 - added - IS-Link addition 2 - moved - IS-Link move 3 - deleted - IS-Link deletion #DICTIONARY TYPE 22
State	INTEGER				The link state of the history record. One of the following values: 0 - unknown - Reserved 1 - active - IS-Link is active 2 - terminated - IS-Link is terminated 3 - failed - IS-Link is failed; no pair is expected on the other site. #DICTIONARY TYPE 21
CallID	VARCHAR2(50)				A reference to the call that is currently associated with this history.
PrevCallID	VARCHAR2(50)				A reference to the call that was previously associated with this history.
Added	DATE		X		The GMT-equivalent date and time when the history record was added.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table G_LOGIN_SESSION

This table contains information about agent login sessions. ICON inserts a record upon the creation of an agent login session. ICON updates records, by marking them as deleted, at the time that the agent's login session finishes. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID).
AgentID	INTEGER			X	The DBID of the agent (person) configuration object in Configuration Server that logged in during this login session. This value is 0 for situations where a person is not configured.
LoginID	INTEGER			X	The DBID of the login configuration object in Configuration Server (under switch) that the agent used to log in. This value is 0 for interactions originating from Interaction Server.
PlaceID	INTEGER			X	The DBID of the Place configuration object in Configuration Server. This is used if the configuration contains information regarding the place(s) where the agent is working.
State	INTEGER		X		State of the agent's login session. One of the following values: 0 - terminated - Login session is terminated 1 - active - Login session is active #DICTIONARY TYPE 81
PrimaryDeviceID	INTEGER				The DBID of the endpoint (DN) configuration object that the agent uses to first login within this login session. This value is 0 for interactions originating from Interaction Server.

Name	Data Type	P	M	F	Description
SwitchID	INTEGER				The DBID of the Switch configuration object in Configuration Server where the agent's login session was detected.
Created	DATE		X		The GMT-equivalent date and time when the agent's login session started.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the agent's login session finished (terminated). This value is 0 for interactions originating from Interaction Server.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
Reason	VARCHAR2(50)				This is the reason that the login session terminated.
InternalReason	INTEGER				This is the internal (system) reason of termination of the login session. One of the following values: -1 - unknown - no special system reason specified (Reserved) 0 (or null) - normal - no special system reason specified. Login session terminated normally. 1 - stuck - stuck login session detected 2 - device - device storage conflict in gcti login session manager 3 - agent - agent storage conflict in gcti login session manager 4 - cleanup - cleanup command received by gcti login session manager 5 - register - session restored as a result of information received in EventRegistered 6 - disconnect - session terminated as result of disconnect from server #DICTIONARY TYPE 84
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_G_LSESS_AGID			G_LOGIN_SESSION
IDX_G_LSESS_LSID	X		G_LOGIN_SESSION

Table G_LOG_ATTRS

This table stores attributes about the messages stored in the G_LOG_MESSAGES table.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LRID	NUMBER(16)		X		Same as G_LOG_MESSAGES.ID.
MESSAGE_ID	INTEGER		X		Same as G_LOG_MESSAGES.MESSAGE_ID.
ATTR_NAME	VARCHAR2(255)		X		The name of the message attribute. For example, "PartitionID" or "Record_Count" for a corresponding G_LOG_MESSAGES record that indicates purging of a partition has begun ("GSYS_PURGE_PARTITION purge started ...")
ATTR_VALUE	VARCHAR2(255)				The value of the message attribute. For example: "20080930" for an ATTR_NAME of "PartitionID" and "2673" for an ATTR_NAME of "Record_Count"

Table G_LOG_GETIDRANGEREQ

An internal table that Solution Control Interface (SCI) uses for selecting log records. Refer to Framework documentation for information about SCI and Message Server.

Table G_LOG_MESSAGES

This table stores messages from the stored procedures about merge operations, purge operations, and stuck calls.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
MESSAGE_ID	INTEGER				ID of log event. This is the same ID that is documented in Genesys 7.6 Combined Log Events. This is ID recognized by Message Server.
TIMEGENERATED	DATE				The GMT-equivalent date and time when the message was generated.
TIMEWRITTEN	DATE				The date and time when the message was written.
PRIORITY	INTEGER				Specifies priority of the log message. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 32
ORIGIN	INTEGER				Specifies the origin of the log message. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 34
CATEGORY	INTEGER				Specifies category of the log message. One of the following values: 0 - default 1 - alarm 2 - audit #DICTIONARY TYPE 33
DATALEN	INTEGER				Size of the buffer required to get packed attributes associated with this log event.
APPDBID	INTEGER				The DBID of application that is related to this log event.
APPTYPE	INTEGER				The type of application that is related to this log event.
APPNAME	VARCHAR2(255)				Name of the application having APPDBID that is related to this log event. If the application is ICON itself, then this field provides the name of the stored procedure which created this record in the following format: ICON DB: <stored procedure name> For example: ICON DB: GSYSPurge76
HOSTNAME	VARCHAR2(128)				Name of the host where the application related to this log event runs.

Name	Data Type	P	M	F	Description
MESSAGETEXT	VARCHAR2(255)				The text of the message. For ICON purge operations, this field stores information about either the name of the table being purged and its purge status or the status of a purge partition; for example: GSYS_PURGE_PARTITION purge started... IDB:Purge-table:G_CALL_STAT initiated... IDB:Purge-table:G_CALL_STAT completed... ... GSYS_PURGE_PARTITION purge completed If the purge procedure cannot start, for some reason, ICON logs "ERROR:wrong parameters" to this field.

Table G_PARTY

This table contains information regarding the latest state of the party involved in an interaction according to information received from T-Server or Interaction Server. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the party record. This is the primary key.
PartyID	VARCHAR2(50)		X		The unique ID of the association between the party and the call, generated by ICON. This is changed when the party moves from one call to a different call.
PartyGUID	VARCHAR2(50)		X		The unique ID of the party instance, generated by ICON. This ID remains unchanged during the lifetime of the party.
Type	INTEGER		X		The party type. One of the following values: 0 - unknown - Reserved 1 - internal - party is associated with a device defined in the switch configuration 2 - external - party is associated with a device not defined in the switch configuration 3 - MULTIMEDIA Place - Place associated with the party 4 - MULTIMEDIA Interaction Queue - party is associated with a script of type "Interaction Queue" 5 - MULTIMEDIA Interaction Workbin - party is associated with a script of type "Interaction Workbin" 6 - MULTIMEDIA Routing Strategy - party is associated with a script of type "Simple Strategy" #DICTIONARY TYPE 9

Name	Data Type	P	M	F	Description
PRole	INTEGER		X		Party role. One of the following values: 0 - unknown - Reserved for future use 1 - observer - indicates that the supervisor was observing service #DICTIONARY TYPE 10
ParentPartyID	VARCHAR2(50)				The ID of the associated party.
ParentLinkType	INTEGER				The type of association with the other party (identified by ParentPartyID) established as result of different call scenarios. One of the following values: 0 - unknown - Reserved 1 - consultation - the ParentPartyID refers to the held party from the primary call 2 - transfer - the ParentPartyID refers to the party record of the call from which the party was transferred 3 - conference - the ParentPartyID refers to the party record of the call from which the party was conferenced 4 - divert - the ParentPartyID refers to the party record of the call that was diverted to this party #DICTIONARY TYPE 11
CallID	VARCHAR2(50)		X	X	The current ID as inherited from T-Server or Interaction Server.
State	INTEGER		X		The current state of party. In PREVSTATE column - previous party state. One of the following values: 0 - unknown - state in which there is no relationship between the call and the device 1 - initiated - Reserved 2 - alerting - state in which an attempt is being made to connect an interaction to a device. Typically, the call is being presented for the purpose of having the device connect to the interaction and the user is made aware that the interaction is being delivered at the device 3 - connected - state in which the device is actively participating in the interaction 4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended 5 - queued - state in which interaction progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc 6 - fail - state in which call progression has been aborted #DICTIONARY TYPE 8

Name	Data Type	P	M	F	Description
EndPointDN	VARCHAR2(255)		X		The name of the endpoint. In a multi-site deployment that uses ISCC, ICON stores the EndpointDN related to the external party as reported by T-Server. The endpoint name might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
EndPointID	INTEGER		X	X	The DBID of the endpoint. For DNs, this DBID is equivalent to GC_ENDPOINT.ID. For script objects of type Interaction Queues, Interaction Workbins, and Routing Strategies, this is equivalent to GC_SCRIPT.ID. For Place objects, this is equivalent to GC_PLACE.ID.
EndPointType	INTEGER		X		The type of the endpoint. Refer to the Appendix for a listing of permissible values. This value is the same that is stored in GC_ENDPOINT.TYPE, if the endpoint is a voice DN. If the endpoint is one of the following, the value of this field is the same as that stored in GC_SCRIPT.TYPE: Interaction Queue Interaction Workbin Routing Strategy Agent Place # DICTIONARY TYPE 505
TenantID	INTEGER				The DBID of the Tenant configuration object that is associated with either the T-Server Switch or the Interaction Server Switch.
AgentID	INTEGER			X	The DBID of the agent that is associated with the party.
CCEvent	INTEGER				A call control event that is associated with the party state change. In G_PARTY - the party termination event. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
CCEventCause	INTEGER				The cause that is associated with the party state change and the call control event. In G_PARTY, the cause of the Party termination event. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 31
Created	DATE		X		The GMT-equivalent date and time when the party was associated with the call.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.

Name	Data Type	P	M	F	Description
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
LastChange	DATE		X		The GMT-equivalent date and time of the last state change of the party.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field.
LastChange_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				The sequence number of the call (CSEQ) in party creation.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_G_PARTY_PPID			G_PARTY
IDX_G_PARTY_PID	X		G_PARTY

Table G_PARTY_HISTORY

This table contains information regarding all the states, in chronological order, of the interaction party, according to information received from the T-Server or Interaction Server application. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
PHID	NUMBER(16)	X	X		The party history record ID. This is the primary key.

Name	Data Type	P	M	F	Description
PartyID	VARCHAR2(50)		X	X	The unique ID of the association between the party and the call. This is changed when the party is moved from one call to a different call.
PSeq	INTEGER		X		The sequence number of the party state change in scope for this party.
CSeq	INTEGER		X		The sequence number of the party state change in the scope of call.
ChangeType	INTEGER				The type of change of party state. One of the following values: 1 - party_created 2 - party_terminated 3 - party_statechanged 4 - party_fsmerror (Low level party state transition failure) 5 - party_fsm2error)CSTA party state error) #DICTIONARY TYPE 2
CCEvent	INTEGER				The call control event that is associated with the party state change. (In G_PARTY, this is the the party termination event.) Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30
CCEventCause	INTEGER				The cause associated with the party state change and the call control event. (In G_PARTY, the cause of the Party termination event.) Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 31

Name	Data Type	P	M	F	Description
State	INTEGER		X		The current state of party. One of the following values: 0 - unknown - state in which there is no relationship between the call and the device 1 - initiated - Reserved 2 - alerting - state in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device 3 - connected - state in which the device is actively participating in the call 4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended 5 - queued - state in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc 6 - fail - state in which call progression has been aborted #DICTIONARY TYPE 8
Type	INTEGER				The party type. One of the following values: 0 - unknown - Reserved 1 - internal - party is associated with a device defined in the switch configuration 2 - external - party is associated with a device not defined in the switch configuration 3 - MULTIMEDIA Place - Place associated with the party 4 - MULTIMEDIA Interaction Queue - party is associated with a script of type "Interaction Queue" 5 - MULTIMEDIA Interaction Workbin - party is associated with a script of type "Interaction Workbin" 6 - MULTIMEDIA Routing Strategy - party is associated with a script of type "Simple Strategy" #DICTIONARY TYPE 9

Name	Data Type	P	M	F	Description
PrevState	INTEGER				The previous state of party. One of the following values: 0 - unknown - state in which there is no relationship between the call and the device 1 - initiated - Reserved 2 - alerting - state in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device 3 - connected - state in which the device is actively participating in the call 4 - hold - state in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended 5 - queued - state in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to become available, etc 6 - fail - state in which call progression has been aborted #DICTIONARY TYPE 8
PrevSEnter	DATE				The GMT-equivalent date and time of the previous party state change.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
ParentPartyID	VARCHAR2(50)				The ID of the associated party. If the value is NULL or empty, the associated party is unknown.
ParentLinkType	INTEGER				The type of the association between the two parties. One of the following values: 0 - unknown 1 - consultation 2 - transfer 3 - conference 4 - divert #DICTIONARY TYPE 11

Name	Data Type	P	M	F	Description
EndpointID	INTEGER			X	Depending on the scenario, this field holds one of the following values: -NULL, for an external party (such as one originating from an unmonitored device) -NULL, for a local device, where the record represents neither the first nor last record in the party's history -The DBID of the local device, for the first record in the party's history (at party creation) -The DBID of the local (monitored) device from which the interaction was diverted or transferred (for single-step transfer scenarios only) -0, for the last record in the party's history (reflecting normal party termination)
Added	DATE		X		The GMT-equivalent date and time of the record.
Added_ts	INTEGER				The UTC-equivalent of the value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				0 - Reserved. 1 - In the first historical record related to the party, this value indicates that the party was created by a device of type IVR-port.
GSYS_EXT_INT2	INTEGER				Reserved

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Code	U	C	Table
IDX_G_PARTY_H_PID			G_PARTY_HISTORY

Table G_PARTY_STAT

This table contains information regarding party statistics which are summarized upon termination of the party. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
PartyID	VARCHAR2(50)		X		The ID of party for which metrics were calculated.
TT_ALERTING	INTEGER				The total time, in seconds, that the party spent in the ALERTING state. This represents the sum of all the durations of the time intervals of when the party was in the ALERTING state.
TT_CONNECTED	INTEGER				The total time, in seconds, that the party spent in the CONNECTED state. This represents the sum of all the durations of the time intervals when the party was in the CONNECTED state. The states of other parties in the call do not affect this metric.
TT_HOLD	INTEGER				The total time, in seconds, that the party spent in the HOLD state. This represents the sum of all the durations of the time intervals when the party was in the HOLD state.
TT_QUEUED	INTEGER				The total time, in seconds, that the party spent in the QUEUED state. This represents the sum of all the durations of the time intervals when the party was in the QUEUED state.
TT_ACW	INTEGER				The total time, in seconds, that the party spent in the After Call Work (ACW) state. This is the sum of all the durations of the time intervals when the party was in the ACW state.
CNT_ALERTING	SMALLINT				The number of times that the party changed state to ALERTING.
CNT_CONNECTED	SMALLINT				The number of times that the party changed state to CONNECTED.
CNT_HOLD	SMALLINT				The number of times that the party changed state to HOLD.
CNT_QUEUED	SMALLINT				The number of times that the party changed state to QUEUED.
CNT_ACW	SMALLINT				A flag indicating whether the ACW state is the present for this party. One of the following values: 0 - indicates that the ACW state was not present for this party. 1 - indicates that the ACW state was present for this party.
TT_ON_ALERT	INTEGER				The total time, in seconds, that there was another party in a call in the ALERTING state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the ALERTING state.

Name	Data Type	P	M	F	Description
TT_ON_HOLD	INTEGER				The total time, in seconds, that there was another party in a call in the HOLD state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the HOLD state.
TT_ON_QUEUE	INTEGER				The total time, in seconds, that there was another party in a call in the QUEUED state. This is the sum of all the durations of the time intervals when there was at least one other party in a call which was in the QUEUED state.
TT_ON_ CONNECTED	INTEGER				The total time, in seconds, that all parties in a call in the CONNECTED state during the lifetime of the party. This represents the sum of all the durations of the time intervals when all parties were in the CONNECTED state during the lifetime of this party.
T_DURATION	INTEGER				The life time of the party.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Indicates the party that initiated call termination. The value is derived from the value of the ReleasingParty extension key, in the AttributeExtensions of the EventReleased or EventAbandoned from T-Server. ICON stores this data only when the store-releasing-party configuration option enables this functionality (store-releasing-party=1|true|y). The value is one of the following: 0 - T-Server did not provide ReleasingParty data in EventReleased or EventAbandoned. 1 - Local. Call termination was initiated by ThisDN in EventReleased or EventAbandoned, and T-Server sent ReleasingParty = 1 Local in the event. 2 - Remote. Call termination was initiated by another party (not ThisDN in EventReleased or EventAbandoned), and T-Server sent ReleasingParty = 2 Remote in the event. 3 - Unknown. T-Server was unable to determine the initiator of call termination, and sent ReleasingParty = 3 Unknown in EventReleased or EventAbandoned.
GSYS_EXT_INT2	INTEGER				Integer value of timestamp from last TEvents that cause record update

Name	Data Type	P	M	F	Description
PM_EXT_1	INTEGER				Reserved
PM_EXT_2	INTEGER				Reserved
PM_EXT_3	INTEGER				Reserved
PM_EXT_4	INTEGER				Reserved
PM_EXT_5	INTEGER				Reserved
PM_EXT_6	INTEGER				Reserved
PM_EXT_7	INTEGER				Reserved
PM_EXT_8	INTEGER				Reserved
PM_EXT_9	INTEGER				Reserved
PM_EXT_10	INTEGER				Reserved

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Code	U	C	Table
IDX_G_PARTY_STAT_PID	X		G_PARTY_STAT

Table G_PROV_CONTROL

This table contains information about the counters that ICON uses to populate the GSYS_SEQ and the GSYS_USEQ fields in all IDB tables. The counters are updated with configured reservation.

Column List

Name	Data Type	P	M	F	Description
DomainID	INTEGER	X	X		Reserved
PrimaryID	INTEGER	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application writes this information.
ProviderTag	INTEGER	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
SeqCounter	INTEGER				The value of the counter. This field is incremented by ICON.
SeqCurrent	INTEGER				This field contains information regarding the most recent value that was written to the GSYS_SEQ(USEQ) fields. It is populated with a configured delay (default: 60 seconds).
GSYS_DOMAIN	INTEGER				Reserved
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table G_ROUTE_RESULT

This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)		X		The unique ID of the interaction.
ConnID	VARCHAR2(50)		X		The T-Server event connection ID. This is preserved for backward compatibility.
PartyID	VARCHAR2(50)		X		The ID of the party record for the party that is associated with the routing point.
IRID	VARCHAR2(50)				Reference to record in interaction hierarchy table (G_IR).
EndPointID	INTEGER				The DBID of the routing point device.
RTargetRuleSelected	VARCHAR2(255)				A copy of the data that was attached by the URS with the RTargetRuleSelected key.
RTargetObjectSelected	VARCHAR2(255)				A copy of the data that was attached by the URS with the RTargetObjectSelected key.
RTargetTypeSelected	INTEGER				Route target type - copy of the data that was attached by the URS with the RTargetTypeSelected key. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 29
RTargetAgentSelected	VARCHAR2(255)				A copy of the data that was attached by the URS with the RTargetAgentSelected key
RTargetPlaceSelected	VARCHAR2(255)				A copy of the data that was attached by URS with the RTargetPlaceSelected key.

Name	Data Type	P	M	F	Description
RRequestedSkillComb	VARCHAR2(255)				A copy of the data that was attached by URS with the RRequestedSkillCombination key.
RStrategyName	VARCHAR2(255)				A copy of the data that was attached by the URS with the RStrategyName key, only if URS routed the interaction. This strategy name must be less than 256 characters; otherwise, ICON may stop writing interaction records to IDB. If URS did not route the interaction, then the value of this field will be null.
RTenant	VARCHAR2(255)				A copy of the data that was attached by the URS with the RTenant key.
DestEndPointDN	VARCHAR2(255)				The DN name to which a call is successfully routed.
DestEndPointID	INTEGER				The DBID of the configured DN to which the interaction is routed.
DestEndPointType	INTEGER				The routing type of the configured DN to which voice call or Multimedia interaction is successfully routed. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 505
Result	INTEGER		X		The result of the routing operation. One of the following values: 0 - unknown - Reserved 1 - success - the routing was successful 2 - failure - the routing attempt failed (if a voice call or chat was abandoned, etc) 102 - distributed_to_default - call was routed to the default destination after the URS timeout expired 103 - routed_by_switch - call was routed by the switch 105 - other_reasons - the routing was unsuccessful due to some other reasons (unclassified) 133 - ixn_server_timeout - routing timeout expired on Interaction Server (open media interactions only) 134 - ixn_taken_out - an interaction is taken (pulled out) from strategy by Interaction Server (open media interactions only) #DICTIONARY TYPE 28
Duration	INTEGER				The duration of the routing dialog. For successful routing, this is the time between the EventRouteRequest and the EventRouteUsed.
Created	DATE		X		The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.
Created_ts	INTEGER				The UTC-equivalent time of the value in the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.

Name	Data Type	P	M	F	Description
Terminated	DATE				The GMT-equivalent date and time when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.
Terminated_ts	INTEGER				The UTC-equivalent time of the value in the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				The virtual queue's ID, if a virtual queue is configured and provided by URS when it routes call. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID in the related record in the G_VIRTUAL_QUEUE table.
GSYS_EXT_VCH2	VARCHAR2(255)				If a virtual queue is configured and reported by URS (Universal Router Server), then, when URS routes call, it attaches parameter "RVQDBID" to call UserData, so this field will store virtual queue's DBID as it is configured in configuration database.
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of the virtual queue's ID stored in the GSYS_EXT_VCH1 field. One of the following values: 0 - unknown - no information about a virtual queue is reported in the corresponding EventRouteUsed. 1 - reliable - the virtual queue's ID that is stored in the field GSYS_EXT_VCH1 is taken from the corresponding EventRouteUsed. 2 - Valid in the past - the value of the virtual queue's ID stored in the field GSYS_EXT_VCH1 was valid in the past, before a call has been transferred to another Routing Point in a multi-site routing scenario. #DICTIONARY TYPE 87
GSYS_EXT_INT2	INTEGER				Reserved

Table G_SECURE_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from T-Server or Interaction Server.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at runtime. ICON's writing to this table is also determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.
PartyID	VARCHAR2(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction or endpoint, who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data: o AttributeUserData o AttributeExtensions o AttributeReason With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this field is empty.
EndPointID	INTEGER				This field contains the DBID of the endpoint where data was added, changed, or deleted. If the data was taken from the event that caused the creation of the respective call, then this is the first party that created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.
EndPointDN	VARCHAR2(255)				The device number that is associated with the data.
AgentID	INTEGER				This field contains the DBID of the agent who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).

Name	Data Type	P	M	F	Description
SwitchID	INTEGER				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
KeyName	VARCHAR2(64)		X		This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys should be recorded by specifying them in ICON's configuration of user data.
ChangeType	INTEGER		X		This field specifies the type of change that caused the record to appear in the table. One of the following values: 1 - created - the value of the key has been attached to the call at the moment the call was created. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL 2 - added - the value of the key that has just been added. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL 3 - updated - the value of the key has changed. If this is true, then either the OldCharValue or the OldIntValue field (depending of the data type) contains the previous value of the key 4 - deleted - the key has been deleted from the user data. If this is true, then both the CharValue and the IntValue fields are equal to NULL, and the OldCharValue or the OldIntValue field (depending of data type) contains the last value of the key 5 - terminated - the value of the key at the call termination #DICTIONARY TYPE 19
KSeq	INTEGER		X		The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.
CSEQ	INTEGER		X		The sequence number that corresponds to the party history.
Type	INTEGER		X		The type of the data source: extensions, reasons, or attached (user) data. One of the following values: 1 - userdata 2 - reasons 3 - extensions 4 - attributes (reserved for future use) 5 - mcr_workbin #DICTIONARY TYPE 20

Name	Data Type	P	M	F	Description
KEYID	INTEGER		X		The ID of the key name, as defined in the attached data specification file (adata_spec.xml). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the following attributes from Interaction Server events: 9995 - attr_is_online 9996 - attr_itx_agent_id 9997 - attr_itx_group_id 9998 - attr_itx_place_id 9999 - attr_itx_place_group_id
Value	VARCHAR2(255)				For voice interactions, this field contains the value of the key in character format. For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following: 0 - chat session has been stopped 1 - chat session is alive For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	DATE				The GMT-equivalent date and time when the key was changed as inherited from T-Server (or other data provider).
Added_ts	INTEGER				This UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the ADDED_TS field, to a record in in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of classification of userdata added to this table. When an interaction is no longer in memory, such as when memory optimization is turned on (om-memory-optimization=true), and Interaction Server sends events regarding new or changed userdata, ICON records the userdata as changed (ChangeType=3) and notes the reliability of this classification in this field: 0 - ChangeType classification is reliable. 1 - ChangeType classification is unreliable. If ICON records the ChangeType as unreliable, the true change type may be 2 (added).
GSYS_EXT_INT2	INTEGER				Reserved

Table G_SYNC_CONTROL

This table contains information about the last events stored by different ICON instances. This information is used during the HA synchronization.

Column List

Name	Data Type	P	M	F	Description
DomainID	INTEGER	X	X		Reserved
PrimaryID	INTEGER	X	X		The DBID of the primary ICON in an HA pair. The primary ICON application wrties this information.
ProviderTag	INTEGER	X	X		The ID of the provider class. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 26
ClusterID	INTEGER	X	X		The DBID of the primary server in the HA pair of the provider (such as the primary T-Server or primary Outbound Contact Server).
ProviderID	INTEGER		X		The DBID of the specific provider instance that supplied this event.
EventTimeSec	INTEGER				The time, in seconds, when this event was generated at the provider.
EventTimeUsec	INTEGER				The time, in milliseconds, when this event was generated at the provider.
SessionID	VARCHAR2(64)				The session identifier (if supplied) that corresponds to the event.
EventID	VARCHAR2(255)				The event identifier as reported by the provider.
GSYS_DOMAIN	INTEGER				Reserved
GSYS_PARTITION	INTEGER				A key that is used for partitioning.

Name	Data Type	P	M	F	Description
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table G_TIMECODE

This table expands the timecode values, referenced in other tables as *_TCODE, into specific time value entities, such as month name, day of the week, day of the month, and so on. The table should be pre-populated before using it.

Column List

Name	Data Type	P	M	F	Description
ID	INTEGER		X		The timecode value. This corresponds to *_TCODE fields, such as CREATED_TCODE, ADDED_TCODE, DELETED_TCODE, and LASTCHANGE_TCODE in other tables.
TC_MIN	INTEGER		X		The number of minutes corresponding to this timecode.
TC_HOUR	INTEGER		X		The number of hours corresponding to this timecode.
TC_DAY	INTEGER		X		The day of the month corresponding to this timecode.
TC_WEEKDAY	INTEGER				Reserved
TC_WEEK	INTEGER				Reserved
TC_MONTH	INTEGER		X		The month number corresponding to this timecode.
TC_YEAR	INTEGER		X		The year value corresponding to this timecode.
TC_DAYNAME	VARCHAR2(20)				Reserved
TC_WEEKNAME	VARCHAR2(30)				Reserved
TC_MONTHNAME	VARCHAR2(20)				Reserved
TC_H	INTEGER				The hour corresponding to this timecode.
TC_Q	INTEGER				The quarter in which this timecode falls.

Table G_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY_TABLE, if configured to gather data from T-Server or Interaction Server.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at runtime. ICON's writing to this table is also determined by the setting of one or more configuration options in the [filter-data] section.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(19)	X	X		The unique, autonumbered ID of this record. This is the primary key .
CallID	VARCHAR2(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.
PartyID	VARCHAR2(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction and endpoint, who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data: - AttributeUserData - AttributeExtensions - AttributeReason With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this field is empty.
EndPointID	INTEGER				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.
EndPointDN	VARCHAR2(255)				The device number that is associated with the data.
AgentID	INTEGER				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).

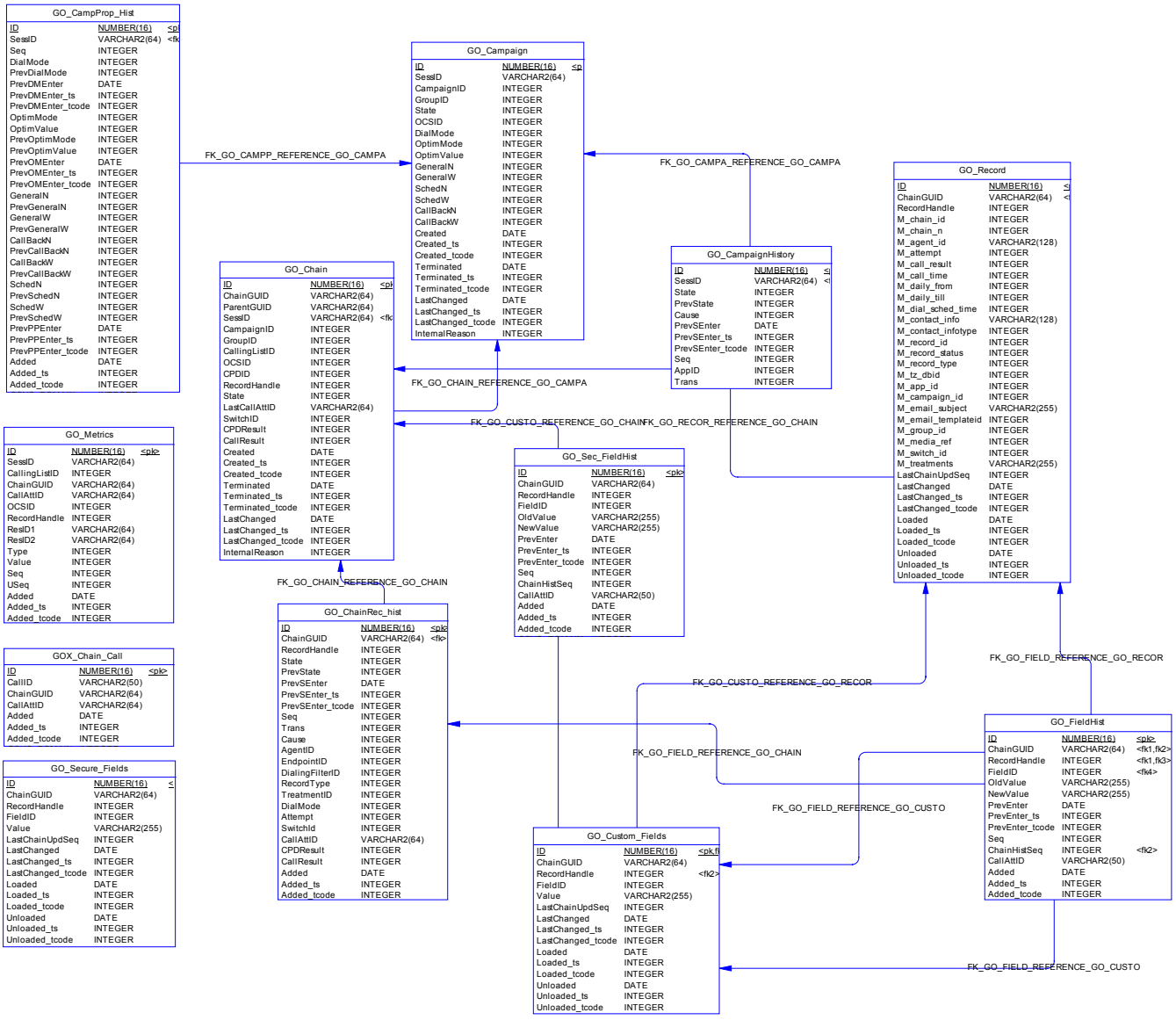
Name	Data Type	P	M	F	Description
SwitchID	INTEGER				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
KeyName	VARCHAR2(64)		X		For voice interactions, this field records the name of the UserData key whose value was changed. The user determines which keys should be recorded by specifying them in the ICON configuration user data specification. For chat interactions, this field's value is _attr_is_online.
ChangeType	INTEGER		X		This field specifies the type of change for this record. One of the following values: 1 - created - indicates that the value of the key was attached to the interaction - For voice calls, at the moment the call was created. - For chat interactions, when ICON received an eventInteractionSubmitted event with an isOnline attribute setting of true. - For e-mail and other 3rd Party Media interactions, when ICON received an eventInteractionSubmitted event. 2 - added - indicates that the value of the key has been added to an existing interaction 3 - updated - indicates that the value of the key has changed. For chat, e-mail, and other 3rd Party Media interactions, ICON receives the information in an eventPropertiesChanged event. 4 - deleted - indicates that the key has been deleted from UserData. 5 - terminated - indicates that ICON records the value of the key: - For voice calls, upon call termination. - For chat, e-mail, and other 3rd Part Media interactions, when ICON received an eventProcessingStopped event. #DICTIONARY TYPE 19
KSeq	INTEGER		X		The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.
CSEQ	INTEGER		X		The sequence that corresponds to the G_PARTY_HISTORY.

Name	Data Type	P	M	F	Description
Type	INTEGER		X		The type of the data source: extensions, reasons, or attached data (userdata), or properties of a multimedia (MCR) workbin instance. One of the following values: 1 - userdata 2 - reasons 3 - extensions 4 - attributes (reserved for future use) 5 - mcr_workbin #DICTIONARY TYPE 20
KEYID	INTEGER		X		The ID of the key name, as defined in the attached data specification file (adata_spec.xml). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the following attributes from Interaction Server events: 9995 - attr_is_online 9996 - attr_itx_agent_id 9997 - attr_itx_group_id 9998 - attr_itx_place_id 9999 - attr_itx_place_group_id
Value	VARCHAR2(255)				For voice interactions, this field contains the value of the key in character format. For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following: 0 - chat session has been stopped 1 - chat session is alive For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	DATE		X		The GMT-equivalent date and time when the key was changed as provided by T-Server (or other data provider).
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of classification of userdata added to this table. When an interaction is no longer in memory, such as when memory optimization is turned on (om-memory-optimization=true), and Interaction Server sends events regarding new or changed userdata, ICON records the userdata as changed (ChangeType=3) and notes the reliability of this classification in this field: 0 - ChangeType classification is reliable. 1 - ChangeType classification is unreliable. If ICON records the ChangeType as unreliable, the true change type may be 2 (added).
GSYS_EXT_INT2	INTEGER				Reserved

Chapter 3: Outbound Contact Schema

Diagram Data Model



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GO_Chain	IDX_GO_CHAIN_CHID	X
GO_Custom_Fields	IDX_CUSTOMF_CHID	
	IDX_CUSTOMF_FID	X
GO_Record	IDX_GO_REC_PHID	X
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GO_CampaignHistory	GO_Campaign	REFERENCE_1	SessID
GO_Chain	GO_Campaign	REFERENCE_3	SessID
GO_ChainRec_hist	GO_Chain	REFERENCE_4	ChainGUID
GO_Custom_Fields	GO_Chain	REFERENCE_10	ID
	GO_Record	REFERENCE_11	RecordHandle
GO_FieldHist	GO_Custom_Fields	REFERENCE_9	FieldID
	GO_ChainRec_hist	REFERENCE_7	ChainGUID; ChainHistSeq
	GO_Custom_Fields	REFERENCE_8	RecordHandle
	GO_Record	REFERENCE_6	ChainGUID; RecordHandle
GO_Record	GO_Chain	REFERENCE_5	ChainGUID

Table GOX_Chain_Call

The records in this table reflect the relationship between voice calls (refer to table G_CALL in the Core Schema of IDB) and Chain processing records (refer to table GO_Chain in this schema). Records are inserted into this table at the time when the association between voice call and processing attempt of the chain is detected by ICON.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)				The CallGUID as reported by OCS.

Name	Data Type	P	M	F	Description
ChainGUID	VARCHAR2(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
CallAttID	VARCHAR2(64)		X		The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID.
Added	DATE		X		The GMT-equivalent date and time when information about the relationship was reported by OCS.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_CampProp_Hist

This table contains the history of Campaign property changes during the campaign processing attempt. Records are inserted into this table when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	VARCHAR2(64)		X	X	The campaign processing session ID (GUID).
Seq	INTEGER		X		The sequence number of state and property changes in a campaign's history.

Name	Data Type	P	M	F	Description
DialMode	INTEGER				The dial mode specified for campaign processing.
PrevDialMode	INTEGER				The previous dialing mode, if the dialing mode was changed.
PrevDMEnter	DATE				The GMT-equivalent date and time when previous dialing mode was detected by OCS (according to timestamp provided by OCS).
PrevDMEnter_ts	INTEGER				The UTC-equivalent value of the PREVDMENTER field. Milliseconds are truncated.
PrevDMEnter_tcode	INTEGER				A reference, derived from the value of the PREVDMENTER_TS field, to a record in the G_TIMECODE table.
OptimMode	INTEGER				Code of optimization mode (overdialrate, waiting time, busy factor).
OptimValue	INTEGER				The current value of the optimization parameter that OCS uses for this campaign.
PrevOptimMode	INTEGER				The previous optimization mode that OCS ran with this campaign.
PrevOptimValue	INTEGER				The previous optimization parameter value that OCS used for this campaign.
PrevOMEnter	DATE				The GMT-equivalent date and time when the previous optimization mode was reported by OCS.
PrevOMEnter_ts	INTEGER				The UTC-equivalent value of the PREVOMENTER field. Milliseconds are truncated.
PrevOMEnter_tcode	INTEGER				A reference, derived from the value of the PREVOMENTER_TS field, to a record in the G_TIMECODE table.
GeneralN	INTEGER				The numerical value of the priority parameter that OCS used for general records in this campaign.
PrevGeneralN	INTEGER				The previous value of the priority parameter that OCS used for General records in this campaign.
GeneralW	INTEGER				The current weight of the priority parameter value for general records that OCS used for this campaign.
PrevGeneralW	INTEGER				The previous weight of the priority parameter value for general records that OCS used in this campaign.
CallBackN	INTEGER				The numerical value of the priority parameter that OCS used for callback records in this campaign.
PrevCallBackN	INTEGER				The previous value of the priority parameter that OCS used for callback records in this campaign.
CallBackW	INTEGER				The current weight of the priority parameter value for callback records that OCS used within this campaign.
PrevCallBackW	INTEGER				The previous weight of the priority parameter value for callback records that OCS used in this campaign.

Name	Data Type	P	M	F	Description
SchedN	INTEGER				The current numerical value of the priority parameter that OCS used for scheduled records in this campaign.
PrevSchedN	INTEGER				The previous value of the priority parameter that OCS used for scheduled records in this campaign.
SchedW	INTEGER				The current weight of the priority parameter value for scheduled records that OCS used in this campaign.
PrevSchedW	INTEGER				The previous weight of the priority parameter value for scheduled records that OCS used within this campaign.
PrevPPEnter	DATE				The GMT-equivalent date and time when the previous priority parameters were reported by OCS.
PrevPPEnter_ts	INTEGER				The UTC-equivalent value of the PREVPPENTER field. Milliseconds are truncated.
PrevPPEnter_tcode	INTEGER				A reference, derived from the value of the PREVPPENTER_TS field, to a record in the G_TIMECODE table.
Added	DATE		X		The GMT-equivalent date and time when any change of a parameter is reported by OCS.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Campaign

This table contains current information about a Campaign, as reported by OCS. Records are inserted into this table when the first OCSD event that is related to campaign processing attempts is received from OCS.

The record is updated each time that information about changes to Campaign state or Campaign properties are received from OCS.

Refer to "Campaign Model" of the *Interaction Concentrator User's Guide* for an illustrative graphic of the Genesys Campaign Finite State Machine.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	VARCHAR2(64)		X		The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID.
CampaignID	INTEGER		X		The DBID of the Campaign configuration object that OCS uses for the Campaign processing attempt.
GroupID	INTEGER		X		The DBID of the Campaign Group configuration object.
State	INTEGER		X		The current state of the campaign according to the Campaign FSM (finite state machine). One of the following values: 0 - null (Terminated) 1 - loaded 2 - started 3 - unloading #DICTIONARY TYPE 71
OCSID	INTEGER		X		The DBID of the OCS Server application in the Configuration database. The Campaign running on this instance of OCS.
DialMode	INTEGER				The running mode of the campaign as reported by OCS.
OptimMode	INTEGER				The optimization mode of the campaign with OCS running.
OptimValue	INTEGER				The value of the optimization parameter used by OCS in this campaign.
GeneralN	INTEGER				The numerical value of the priority parameter that OCS uses for general records in this campaign.
GeneralW	INTEGER				The weight of the priority parameter value for general records that OCS uses in this campaign.
SchedN	INTEGER				The numerical value of the priority parameter that OCS uses for scheduled records within this campaign.
SchedW	INTEGER				The weight of the priority parameter value that OCS uses for scheduled records within this campaign.
CallBackN	INTEGER				The numerical value of the priority parameter that OCS uses for the callback records in this campaign.
CallBackW	INTEGER				The weight of the priority parameter value for callback records that OCS uses for this campaign.

Name	Data Type	P	M	F	Description
Created	DATE		X		The GMT-equivalent date and time that the campaign was loaded, as reported by OCS.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the campaign was unloaded, as reported by OCS.
Terminated_ts	INTEGER				The timestamp of when the campaign was terminated. In seconds (milliseconds truncated).
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	DATE		X		The GMT-equivalent date and time of the last event from OCS, with information about change of campaign state or campaign properties.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	INTEGER				The reason the campaign was stopped, if it was stopped at all. This may be due to a failure or ICON may have detected the unavailability of reporting data for this campaign. One of the following values: 0 - normal - normal termination 1 - disconnect - termination due to disconnect 2 - internal_error - reserved for cases of termination due to internal errors 3 - register - termination due to information in the message after registration in the OCS #DICTIONARY TYPE 73
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GO_CAMPAIGN_CID	X		GO_Campaign

Table GO_CampaignHistory

This table contains the history of Campaign state changes and campaign property changes that occurred during a campaign processing attempt. Records are inserted into this table when the campaign state changes or when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.

Refer to "Campaign Model" of the *Interaction Concentrator User's Guide* for an illustrative graphic of the Genesys Campaign Finite State Machine.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	VARCHAR2(64)		X	X	The unique identifier of the Campaign processing attempt. If the campaign was unloaded and reloaded, OCS assigns a new SessionGUID.
State	INTEGER		X		The current state of the campaign according to the Campaign FSM (finite state machine). One of the following values: 0 - null - terminated 1 - loaded 2 - started 3 - unloading #DICTIONARY TYPE 71
PrevState	INTEGER				The previous state of the campaign according to the Campaign FSM (finite state machine). One of the following values: 0 - null - terminated 1 - loaded 2 - started 3 - unloading #DICTIONARY TYPE 71

Name	Data Type	P	M	F	Description
Cause	INTEGER		X		The cause of campaign state change, as provided by OCS. Refer to the Appendix for a full listing of permissible values. The following selected values are described here in order to clarify their meaning: 20 - ChainRetrievedFromDB - Record selected from database (calling list) 21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded 24 - ChainRejected - Preview mode only 25 - ChainIsEmpty - All records in chain cancelled or chain cancelled 26 - ChainFilterModified - Customer has changed dialing filter for the calling list. All scheduled chains are affected. 39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers #DICTIONARY TYPE 75
PrevSEnter	DATE				The GMT-equivalent date and time when the previous campaign state was detected.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Seq	INTEGER		X		Sequence number of the record within the SessID.
AppID	INTEGER				The DBID of the application (if provided by OCS) that initiated the state change.
Trans	INTEGER				The number of the OCS event.
Added	DATE		X		The GMT-equivalent date and time when the current campaign state was detected.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction..
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved

Name	Data Type	P	M	F	Description
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Chain

This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.

Refer to "Chain Model" of the *Interaction Concentrator User's Guide* for a description of outbound chain states and an illustrative graphic of a Chain Finite State Machine.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
ParentGUID	VARCHAR2(64)				Reserved for future use.
SessID	VARCHAR2(64)		X	X	The unique identifier of the Campaign processing attempt. See GO_CAMPAIGN.SessID for details.
CampaignID	INTEGER		X		The DBID of the Campaign configuration object in the Configuration database. This ID cannot be changed during chain processing. This has the same value as the related record in GO_Campaign. It is added as part of the database de-normalization process.
GroupID	INTEGER		X		The DBID of the Campaign group configuration object.
CallingListID	INTEGER		X		The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing.
OCSID	INTEGER		X		The DBID of the configured OCS application that reports activity related to this chain.
CPDID	INTEGER				The DBID of the CPD server configuration object that OCS used to process the chain (if used and reported by OCS).
RecordHandle	INTEGER				The RecordHandle of the record that OCS used in the last chain processing attempt.

Name	Data Type	P	M	F	Description
State	INTEGER		X		The state of the chain as reported by chain FSM (finite state machine). One of the following values: 0 - null - unloaded/terminated 1 - scheduled 2 - processing 3 - processed #DICTIONARY TYPE 76
LastCallAttID	VARCHAR2(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt.
SwitchID	INTEGER				The DBDID of the switch configuration object during the OCS produced outbound call during the last chain processing attempt (if known and reported by OCS).
CPDResult	INTEGER				The CPD result from the last chain processing attempt (if known and reported by OCS).
CallResult	INTEGER				The call result from the last chain processing attempt.
Created	DATE		X		The GMT-equivalent date and time of Event Loaded as reported by OCS.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the chain was finalized or unloaded, as reported by OCS.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field. Milliseconds are truncated.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	DATE		X		The GMT-equivalent date and time of the last change of state of the chain, as reported by OCS in OCSD event.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	INTEGER				Reserved
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GO_CHAIN_CHID	X		GO_Chain

Table GO_ChainRec_hist

This table contains the history of the chain/record processing, as reported by OCS. Changes to the chain state during chain processing result in the creation of a new record in this table. The record is inserted when information about chain state received from OCS. Records are never updated or deleted in this table.

Refer to "Chain Model" of the *Interaction Concentrator User's Guide* for a description of outbound chain states and an illustrative graphic of a Chain Finite State Machine.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X	X	The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X		The RecordHandle of the record that OCS uses.
State	INTEGER		X		The state of the chain as reported by chain FSM (finite state machine). One of the following values: 0 - null - unloaded/terminated 1 - scheduled 2 - processing 3 - processed #DICTIONARY TYPE 76

Name	Data Type	P	M	F	Description
PrevState	INTEGER				The state of the chain as reported by chain FSM (finite state machine). One of the following values: 0 - null - unloaded/terminated 1 - scheduled 2 - processing 3 - processed #DICTIONARY TYPE 76
PrevSEnter	DATE				The GMT-equivalent date and time when the previous record was inserted into this table. This is taken from the Outbound Contact Server event.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field. Milliseconds are truncated.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Seq	INTEGER		X		The sequence number of the record within the same CHAINGUID.
Trans	INTEGER		X		The OCS event number.
Cause	INTEGER				The cause of campaign (or chain) state change, as provided by OCS. Refer to the Appendix for a full listing of permissible values. The following selected values are described here in order to clarify their meaning: 20 - ChainRetrievedFromDB - Record selected from database (calling list) 21 - ChainCampaignUnloaded - Record unloaded due to whole campaign unloaded 24 - ChainRejected - Preview mode only 25 - ChainIsEmpty - All records in chain cancelled or chain cancelled 26 - ChainFilterModified - Customer has changed dialing filter for the calling list. All scheduled chains are affected. 39 - ChainRecordAdded - add record request from the desktop, adds record to the chain which is currently in OCS buffers #DICTIONARY TYPE 75
AgentID	INTEGER				The DBDID of the agent (person) configuration object that sent a request which produced activity in the OCS that resulted in a record being inserted into this table. This occurs only if the activity is known by OCS and is reported to ICON.
EndpointID	INTEGER				The DBID of the DN configuration object from the agent that sent a request to OCS. See AGENTID, above. This occurs only if the activity is known by OCS and is reported to ICON.
DialingFilterID	INTEGER				The DBID of the Dialing filter configuration object that OCS used if applicable activity is reported by OCS.

Name	Data Type	P	M	F	Description
RecordType	INTEGER				The record type as reported by OCS.
TreatmentID	INTEGER				The DBID of the Treatment configuration object, as reported by OCS.
DialMode	INTEGER				The dial mode of the campaign that OCS used to produce outbound activity.
Attempt	INTEGER				The sequence number of the chain processing attempt.
SwitchId	INTEGER				The DBID of the switch configuration object from OCS that produced activity during campaign processing.
CallAttID	VARCHAR2(64)				The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt.
CPDResult	INTEGER				The CPD result, as reported by OCS.
CallResult	INTEGER				The final call result, as reported by OCS. Refer to the Appendix for a complete listing of permissible values. # DICTIONARY TYPE 518
Added	DATE				The GMT-equivalent date and time when the change in chain state was added to this table, as reported by OCS.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Custom_Fields

This table contains information about the content of the custom-defined fields for storage in ICON.

Warning! These are not configured as protected fields. Records are inserted in this table when the load of the record is reported by OCS. The records contain the current and last values of the fields. The record is updated when the field changes.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X	X	The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X	X	The record handle of the record taken from this custom field.
FieldID	INTEGER		X		The DBID of the Field configuration object.
Value	VARCHAR2(255)				The value of the field.
LastChainUpdSeq	INTEGER		X		Same as GO_CHAINREC_HIST.SEQ.
LastChanged	DATE		X		The GMT-equivalent last date and time when information about the field was reported by OCS.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	DATE		X		The GMT-equivalent date and time when the record from which this field is taken was loaded by OCS.
Loaded_ts	INTEGER				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	INTEGER				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	DATE				The GMT-equivalent date and time when the record from this field was unloaded by OCS.
Unloaded_ts	INTEGER				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	INTEGER				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.

Name	Data Type	P	M	F	Description
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_CUSTOMF_CHID			GO_Custom_Fields
IDX_CUSTOMF_FID	X		GO_Custom_Fields

Table GO_FieldHist

This table contains information about the history of the field changes in the records, as reported by OCS, during chain processing.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X	X	The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X	X	The record handle of the record taken from this custom field.
FieldID	INTEGER		X	X	The DBID of the Field configuration object.
OldValue	VARCHAR2(255)				The previous value of the field. On record load time the value is “null”.
NewValue	VARCHAR2(255)				The new value of the field.
PrevEnter	DATE				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	INTEGER				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	INTEGER				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Seq	INTEGER		X		The sequence number of the record within the field change history.
ChainHistSeq	INTEGER		X	X	Same as GO_CHAINREC_HIST.SEQ.
CallAttID	VARCHAR2(50)				The call attempt GUID. This is generated and assigned by OCS. The GUID is unique for each outbound call producing attempt. Same as GO_CHAINREC_HIST.CALLATTID.
Added	DATE		X		The GMT-equivalent date and time when the change of the field was reported by OCS. This is taken from the Outbound Contact Server event.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Metrics

This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.

Refer to the "Integration with Outbound Contact" chapter in the *Interaction Concentrator User's Guide* for a description of the pre-calculated metrics that ICON stores for OCS.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
SessID	VARCHAR2(64)				The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID. Same as GO_CAMPAIGN.SESSID.
CallingListID	INTEGER				The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing. Same as GO_CHAIN.CALLINGLISTID.
ChainGUID	VARCHAR2(64)				The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
CallAttID	VARCHAR2(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt. Same as GO_CHAIN.LASTCALLATTID.
OCSID	INTEGER				The DBID of the configured OCS application that reported activity related to this metric.
RecordHandle	INTEGER				The RecordHandle of the record that OCS used in the last chain processing attempt. Same as GO_CHAIN.RECORDHANDLE.
ResID1	VARCHAR2(64)				Reserved
ResID2	VARCHAR2(64)				Reserved
Type	INTEGER		X		The type of metric. One of the following values: 0 - GOMetricTypeUndefined - Reserved 1 - GOMetricTotalRecsPerList - Total number of physical records in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter) 2 - GOMetricTotalRecsPerCampGr - Total number of physical records in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group 3 - GOMetricTotalChainsPerList - Total number of logical chains in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter). A logical chain is defined as 1 or more database table records bearing the same Chain ID value 4 - GOMetricTotalChainsPerCampGr - Total number of logical chains in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group 5 - GOMetricCurrRecsNotProcPerList - Current number of physical records in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter) which have type GENERAL and status READ 6 - GOMetricCurrRecsNotProcPerCampGr - Current number of physical records in all database views (see above) which have type GENERAL and status READY,

Name	Data Type	P	M	F	Description
					whose calling lists are assigned to the campaign participating in the campaign group 7 - GOMetricCurrChainsNotProcPerList - Current number of logical chains in the calling list database view (i.e. database table + optional WHERE clause from the dialing filter) where at least 1 record of the chain has type GENERAL and status READY. Logical chain is defined as 1 or more database table records bearing the same Chain ID value 8 - GOMetricCurrChainsNotProcPerCampGr - Current number of logical chains in all database views (see above) where at least 1 record of the chain has type GENERAL and status READY, and whose calling lists are assigned to the campaign participating in the campaign group 9 - GOMetricCurrUsedPortsPerCampGr - Current number of busy (currently occupied for placing outbound calls) CPD Server ports or Switch call classifier ports 10 - GOMetricCurrUsedEngPortsPerCampGr - Current number of ports used by engaged calls placed by CPD Server. Calculated only for campaign groups activated in ASM dialing modes with CPD Server 11 - GOMetricDetailCallsOverdialed - The metric shows that the given call is considered to be overdialled by Outbound Dialing Engine 12 - GOMetricTimeOutboundCallDialing - Dialing Duration (in msec). Calculated by OCS for each outbound call 13 - GOMetricTimeOutboundCallTransfer - Call Transfer Duration (in msec). Calculated by OCS for each outbound call 14 - GOMetricTimeOutboundCallCPD - Post-connect Call Progress Detection Duration (in msec). Calculated by OCS for each outbound call #DICTIONARY TYPE 77
Value	INTEGER		X		The OCS-provided value for the corresponding statistic type.
Seq	INTEGER				The sequence number of the metric for the the same object.
USeq	INTEGER				Reserved
Added	DATE		X		The GMT-equivalent date and time when the value of the metric was reported by OCS.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.

Name	Data Type	P	M	F	Description
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Record

This table contains information about the content of the records as reported by OCS (mandatory fields only). Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.

For a description of each mandatory field, refer to the Outbound Contact Server documentation set.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record in the table. This is the primary key.
ChainGUID	VARCHAR2(64)			X	The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X		The record handle taken from the record of this custom field.
M_chain_id	INTEGER		X		The unique identification number of the chain to which the record belongs.
M_chain_n	INTEGER		X		The unique identification number of the record within the chain.
M_agent_id	VARCHAR2(128)				The login identifier of the agent who handled the record.
M_attempt	INTEGER				The number of attempts to process the record.
M_call_result	INTEGER				Final outcome of the record processing. Refer to the “Call Result Types" table in the Outbound Contact Reference Manual for additional information.
M_call_time	INTEGER				Latest date and time the record has been processed (dialed), in UTC format.

Name	Data Type	P	M	F	Description
M_daily_from	INTEGER				Earliest time of the day when a customer can be contacted (seconds since midnight).
M_daily_till	INTEGER				Latest time of the day when a customer can be contacted (seconds since midnight).
M_dial_sched_time	INTEGER				Date and time for which the processing of the record has been scheduled or rescheduled, in UTC format.
M_contact_info	VARCHAR2(128)				The customer's contact information, which is the phone number in the voice campaign.
M_contact_infotype	INTEGER				Type of contact information, phone type in the voice campaign. Refer to the “Contact Information Types” table in the Outbound Contact Reference Manual for additional information.
M_record_id	INTEGER				The unique identification number of a calling record.
M_record_status	INTEGER		X		The current status of the record. Refer to the “Record Statuses” table in the Outbound Contact Reference Manual for additional information.
M_record_type	INTEGER		X		The type of the record. Refer to the “Record Types” table in the Outbound Contact Reference Manual for additional information.
M_tz_dbid	INTEGER		X		The configuration DBID of the time zone object associated with the calling record.
M_app_id	INTEGER				Reserved for future use.
M_campaign_id	INTEGER		X		The configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.
M_email_subject	VARCHAR2(255)				Reserved for future use.
M_email_templateid	INTEGER				Reserved for future use.
M_group_id	INTEGER		X		Reserved for future use.
M_media_ref	INTEGER				Reserved for future use.
M_switch_id	INTEGER				The DBID of the switch where the agent who handled the record logged in.
M_treatments	VARCHAR2(255)				Treatments application history. For more information, refer to the “Treatments” chapter in the Outbound Contact 7.5 Deployment Guide.
LastChainUpdSeq	INTEGER				Same as GO_CHAINREC_HIST.SEQ.
LastChanged	DATE				The GMT-equivalent date and time when the change to any mandatory field in the record was reported by OCS. This is taken from the Outbound Contact Server event.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.

Name	Data Type	P	M	F	Description
Loaded	DATE		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	INTEGER				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	INTEGER				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	DATE				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	INTEGER				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	INTEGER				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_GO_REC_CHID			GO_Record
IDX_GO_REC_PHID	X		GO_Record

Table GO_Sec_FieldHist

This table contains information about the history of changes to fields that are configured as protected, as reported by OCS during chain processing.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X		The record handle taken from the record of this custom field.
FieldID	INTEGER		X		The DBID of the Field configuration object.
OldValue	VARCHAR2(255)				The previous value of the field. On record load time, the value is “null”.
NewValue	VARCHAR2(255)				The new value of the field.
PrevEnter	DATE				The GMT-equivalent date and time when the previous value of the field was reported by OCS.
PrevEnter_ts	INTEGER				The UTC-equivalent value of the PREVENTER field. Milliseconds are truncated.
PrevEnter_tcode	INTEGER				A reference, derived from the value of the PREVENTER_TS field, to a record in the G_TIMECODE table
Seq	INTEGER		X		The sequence number of the record within the field change history.
ChainHistSeq	INTEGER		X		Same as GO_CHAINREC_HIST.SEQ.
CallAttID	VARCHAR2(50)				Same as GO_CHAINREC_HIST.CALLATTID.
Added	DATE		X		The GMT-equivalent date and time when the change of the field was reported by OCS. This is taken from the Outbound Contact Server event.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Table GO_Secure_Fields

This table contains information regarding the content of the custom defined fields that are configured to be stored in ICON. They are configured as protected fields. Records are inserted into this table when the load of the record is reported by OCS. The records contain current and last values of the fields. Records are updated at the time that a field changes.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
ChainGUID	VARCHAR2(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X		The record handle of the record taken from this custom field.
FieldID	INTEGER		X		The DBID of the Field configuration object.
Value	VARCHAR2(255)				The value of the field.
LastChainUpdSeq	INTEGER		X		This is equal to the value of the seq field seq in the related record in GO_CHAINREC_HIST.
LastChanged	DATE		X		The GMT-equivalent date and time when information about the field was last reported by OCS.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	DATE		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	INTEGER				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	INTEGER				A reference, derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	DATE				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	INTEGER				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.

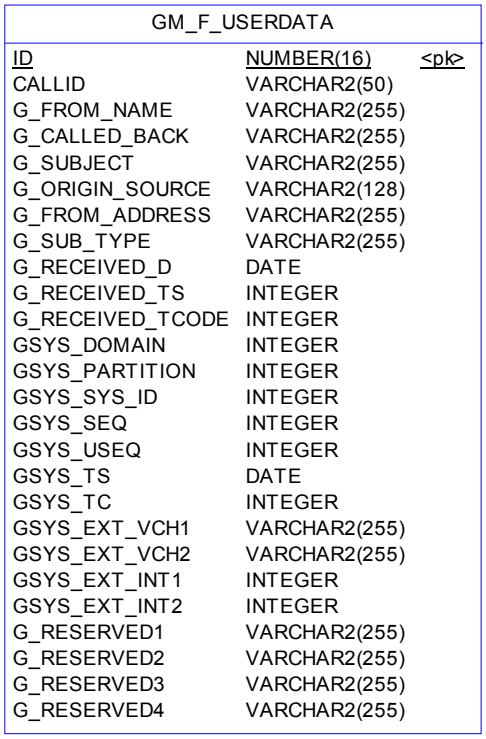
Name	Data Type	P	M	F	Description
Unloaded_tcode	INTEGER				A reference, derived from the value of the UNLOADED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved.
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_SECUREF_CHID			GO_Secure_Fields
IDX_SECUREF_PHID	X		GO_Secure_Fields

Chapter 4: Multimedia Attached Data Schema

Diagram Data Model



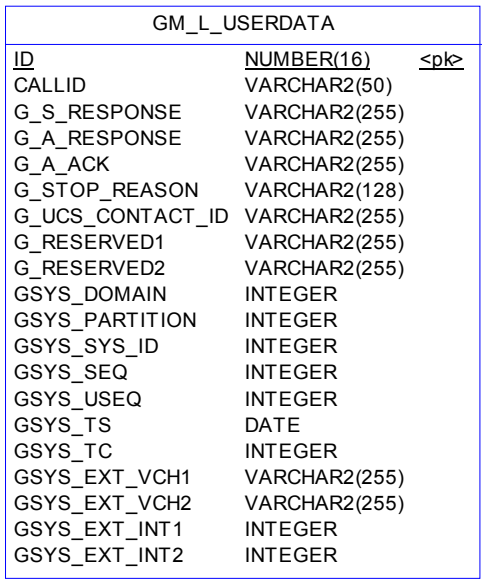


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Table	Code	U
GM_F_USERDATA	IDX_GM_F_UDATA_CID	X
GM_L_USERDATA	IDX_GM_L_UDATA_CID	X

Table GM_F_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction creation.

If a multimedia interaction was created in the past and has been restored, and if the om-force-adata configuration option for the ICON application has been set to TRUE, this table also stores a snapshot of UserData that corresponds to the interaction-related data.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
CALLID	VARCHAR2(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_FROM_NAME	VARCHAR2(255)				The value of the From Name logical key, or the value of the user-defined key that corresponds to the mcr-from-name field attribute in the attached data specification file.
G_CALLED_BACK	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-called-back field attribute in the attached data specification file.
G_SUBJECT	VARCHAR2(255)				The value of the Subject logical key, or the value of the user-defined key that corresponds to the mcr-subject field attribute in the attached data specification file.
G_ORIGIN_SOURCE	VARCHAR2(128)				The value of the Origination Source logical key, or the value of the user-defined key that corresponds to the mcr-origin-source field attribute in the attached data specification file.
G_FROM_ADDRESS	VARCHAR2(255)				The value of the From Email Address logical key, or the value of the user-defined key that corresponds to the mcr-from-address field attribute in the attached data specification file.
G_SUB_TYPE	VARCHAR2(255)				The value of event attribute attr_itx_subtype.
G_RECEIVED_D	DATE				The GMT-equivalent time when the multimedia interaction was received.
G_RECEIVED_TS	INTEGER				The UTC-equivalent value of the G_RECEIVED_D field.
G_RECEIVED_ TCODE	INTEGER				A reference, derived from the value of the G_RECEIVED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				The DBID of the ICON instance that created this record.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved for future use.
GSYS_TC	INTEGER				Reserved for future use.
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved for future use.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved for future use.

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				Integer value of timestamp from last TEvents that cause record update
GSYS_EXT_INT2	INTEGER				Reserved for future use.
G_RESERVED1	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-reserved-1 field attribute in the attached data specification file.
G_RESERVED2	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-reserved-2 field attribute in the attached data specification file.
G_RESERVED3	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-reserved-3 field attribute in the attached data specification file.
G_RESERVED4	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-reserved-4 field attribute in the attached data specification file.

Index List

Code	U	C	Table
IDX_GM_F_UDATA_CID	X		GM_F_USERDATA

Table GM_L_USERDATA

This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction termination.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
CALLID	VARCHAR2(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_S_RESPONSE	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-suggested-response field attribute in the attached data specification file.
G_A_RESPONSE	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-auto-response field attribute in the attached data specification file.
G_A_ACK	VARCHAR2(255)				The value of the user-defined key that corresponds to the mcr-auto-ack field attribute in the attached data specification file.
G_STOP_REASON	VARCHAR2(128)				The value of event attribute attr_reason_system_name.

Name	Data Type	P	M	F	Description
G_UCS_CONTACT_ID	VARCHAR2(255)				The value of the Multimedia Customer ID logical key, or the value of the user-defined key that corresponds to the mcr-ucs-contact-id attribute in the attached data specification file.
G_RESERVED1	VARCHAR2(255)				Reserved for future use.
G_RESERVED2	VARCHAR2(255)				Reserved for future use.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				Key used for partitioning.
GSYS_SYS_ID	INTEGER				The DBID of the ICON instance that created this record.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved for future use.
GSYS_TC	INTEGER				Reserved for future use.
GSYS_EXT_VCH1	VARCHAR2(255)				The name of the party that issued a request to stop an interaction processing. One of the following values: - Empty string - an empty string is reported instead of the name when no information is available about the party that requested to stop interaction processing. (GYS_EXT_INT1 field is set to 0.) - Strategy name - the name of the routing strategy that issued a request to stop an interaction processing. (GYS_EXT_INT1 field is set to 1.) - Agent’s ID - the employee ID of the agent who issued a request to stop an interaction processing. This value is reported for agents who provide the employee ID at login. (GYS_EXT_INT1 field is set to 2.) - Place name - the name of the place where an agent is logged in, when an agent who issued a request to stop an interaction processing has not provided the employee ID at login. (GYS_EXT_INT1 field is set to 3.) - Media server name - the name of the application that has stopped an interaction processing. (GYS_EXT_INT1 field is set to 4.)
GSYS_EXT_VCH2	VARCHAR2(255)				The ID of the party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: - The same as GM_L_USERDATA.PartyID for a strategy, an agent, or a place. - An empty string, if the request originator is either a media server or unknown.

Name	Data Type	P	M	F	Description
GSYS_EXT_INT1	INTEGER				The type of acting party that issued a request to stop an interaction processing and that is named in the GSYS_EXT_VCH1 field. One of the following values: 0 - unknown - no information is available about the party that requested to stop an interaction processing. 1 - strategy - the interaction processing has stopped because of a routing strategy. 2 - agent - the interaction processing has stopped at an agent request, and the agent's Employee ID was provided with login. 3 - place - the interaction processing has stopped at an agent request, and the agent is identified by the place of login. 4 - media server - an application that handles open media interactions issued a request to stop an interaction processing. #DICTIONARY TYPE 88
GSYS_EXT_INT2	INTEGER				Integer value of the timestamp from the last TEvent that caused the record update.

Index List

Code	U	C	Table
IDX_GM_L_UDATA_CID	X		GM_L_USERDATA

Chapter 5: Virtual Queue Schema

Diagram Data Model

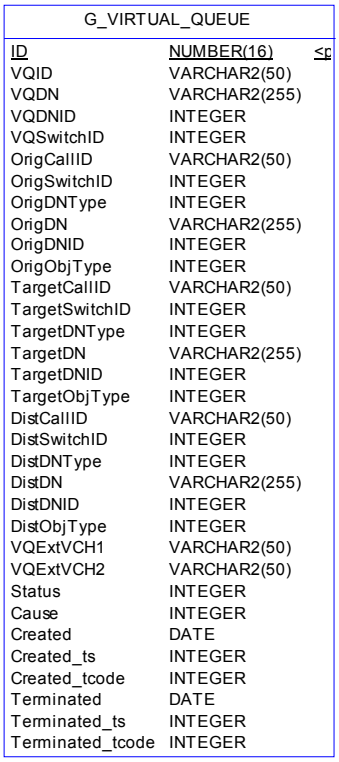

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Table	Name	U
G_VIRTUAL_QUEUE	IDX_G_VQUEUE_VQID	X

Table G_VIRTUAL_QUEUE

This table contains information about the use of virtual queues in interaction processing, according to the data passed from the Universal Routing Server through the T-Server application.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of the virtual queue record. This is the primary key. Autonumbering is controlled by the RDBMS.

Name	Data Type	P	M	F	Description
VQID	VARCHAR2(50)		X		Uniquely identifies each virtual queue record, corresponding to the EventQueued/EventDiverted or EventQueued/EventAbandoned pairs of TEvents.
VQDN	VARCHAR2(255)		X		The directory number of the virtual queue, as configured in Configuration Server, where the interaction was queued.
VQDNID	INTEGER		X		The DBID of the virtual queue where the interaction was queued.
VQSwitchID	INTEGER		X		The DBID of the switch where the virtual queue is configured.
OrigCallID	VARCHAR2(50)		X		The reference to the original call, by CALLID, for which the EventQueued TEvent was reported.
OrigSwitchID	INTEGER				Reserved for future use.
OrigDNType	INTEGER				Reserved for future use.
OrigDN	VARCHAR2(255)				Reserved for future use.
OrigDNID	INTEGER				Reserved for future use.
OrigObjType	INTEGER				Reserved for future use.
TargetCallID	VARCHAR2(50)				Reserved for future use.
TargetSwitchID	INTEGER				Reserved for future use.
TargetDNType	INTEGER				Reserved for future use.
TargetDN	VARCHAR2(255)				The destination endpoint name of the routing target.
TargetDNID	INTEGER				Reserved for future use.
TargetObjType	INTEGER				Reserved for future use.
DistCallID	VARCHAR2(50)				The call ID of the interaction prior to distribution to the routing target or abandonment.
DistSwitchID	INTEGER				Reserved for future use.
DistDNType	INTEGER				Reserved for future use.
DistDN	VARCHAR2(255)				Reserved for future use.
DistDNID	INTEGER				Reserved for future use.
DistObjType	INTEGER				Reserved for future use.
VQExtVCH1	VARCHAR2(50)				Reserved for future use.
VQExtVCH2	VARCHAR2(50)				Reserved for future use.
Status	INTEGER		X		The current status of the virtual queue record, represented by one of the Call Control Event dictionary types. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 30

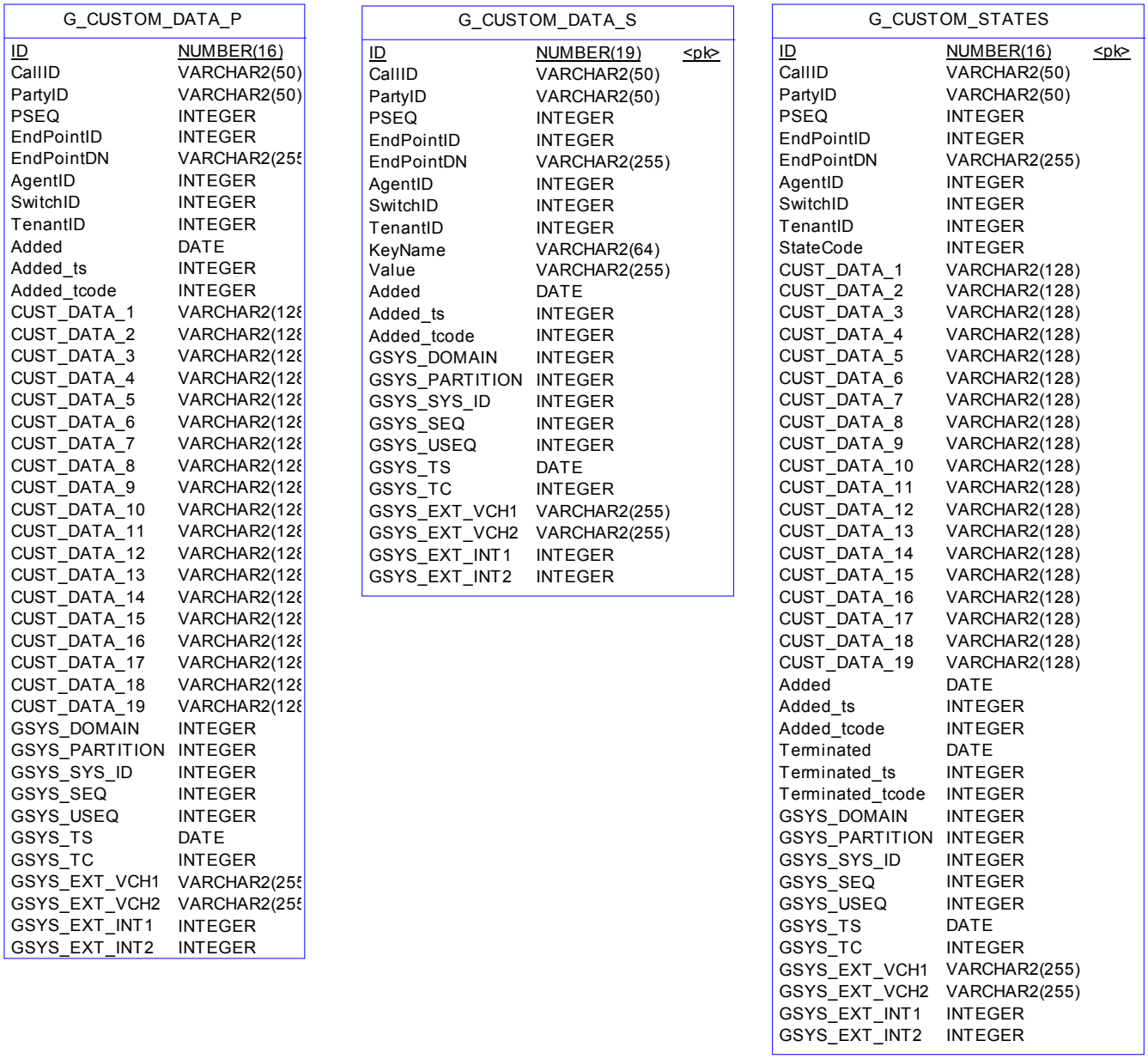
Name	Data Type	P	M	F	Description
Cause	INTEGER		X		The cause leading to the status change in the association between the call interaction and the virtual queue. Refer to the Appendix for a listing of permissible values. #DICTIONARY TYPE 85
Created	DATE		X		The GMT-equivalent date and time when the record was created, as inherited from the EventQueued TEvent.
Created_ts	INTEGER		X		The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER		X		A reference, derived from the value of the CREATED_TS field, to record in G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the record was terminated, as inherited from either the EventDiverted or EventAbandoned TEvents.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in the "System Fields" section in the Introduction.
GSYS_PARTITION	INTEGER				A key used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				The non-unique sequence number of the statements to be inserted into the database.
GSYS_USEQ	INTEGER				The non-unique sequence number of the statements to be updated in the database.
GSYS_TS	DATE				Reserved for future use.
GSYS_TC	INTEGER				Reserved for future use.
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved for future use.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved for future use.
GSYS_EXT_INT1	INTEGER				Reserved for future use.
GSYS_EXT_INT2	INTEGER				Reserved for future use.

Index List

Code	U	C	Table
IDX_G_VQUEUE_VQID	X		G_VIRTUAL_QUEUE

Chapter 6: Custom States Schema

Diagram Data Model



G_CUSTOM_DATA_P	
ID	NUMBER(16)
CallID	VARCHAR2(50)
PartyID	VARCHAR2(50)
PSEQ	INTEGER
EndPointID	INTEGER
EndPointDN	VARCHAR2(255
AgentID	INTEGER
SwitchID	INTEGER
TenantID	INTEGER
Added	DATE
Added_ts	INTEGER
Added_tcode	INTEGER
CUST_DATA_1	VARCHAR2(128
CUST_DATA_2	VARCHAR2(128
CUST_DATA_3	VARCHAR2(128
CUST_DATA_4	VARCHAR2(128
CUST_DATA_5	VARCHAR2(128
CUST_DATA_6	VARCHAR2(128
CUST_DATA_7	VARCHAR2(128
CUST_DATA_8	VARCHAR2(128
CUST_DATA_9	VARCHAR2(128
CUST_DATA_10	VARCHAR2(128
CUST_DATA_11	VARCHAR2(128
CUST_DATA_12	VARCHAR2(128
CUST_DATA_13	VARCHAR2(128
CUST_DATA_14	VARCHAR2(128
CUST_DATA_15	VARCHAR2(128
CUST_DATA_16	VARCHAR2(128
CUST_DATA_17	VARCHAR2(128
CUST_DATA_18	VARCHAR2(128
CUST_DATA_19	VARCHAR2(128
GSYS_DOMAIN	INTEGER
GSYS_PARTITION	INTEGER
GSYS_SYS_ID	INTEGER
GSYS_SEQ	INTEGER
GSYS_USEQ	INTEGER
GSYS_TS	DATE
GSYS_TC	INTEGER
GSYS_EXT_VCH1	VARCHAR2(255
GSYS_EXT_VCH2	VARCHAR2(255
GSYS_EXT_INT1	INTEGER
GSYS_EXT_INT2	INTEGER

G_CUSTOM_DATA_S		
ID	NUMBER(19)	<pk>
CallID	VARCHAR2(50)	
PartyID	VARCHAR2(50)	
PSEQ	INTEGER	
EndPointID	INTEGER	
EndPointDN	VARCHAR2(255)	
AgentID	INTEGER	
SwitchID	INTEGER	
TenantID	INTEGER	
KeyName	VARCHAR2(64)	
Value	VARCHAR2(255)	
Added	DATE	
Added_ts	INTEGER	
Added_tcode	INTEGER	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	INTEGER	
GSYS_USEQ	INTEGER	
GSYS_TS	DATE	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR2(255)	
GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

G_CUSTOM_STATES		
ID	NUMBER(16)	<pk>
CallID	VARCHAR2(50)	
PartyID	VARCHAR2(50)	
PSEQ	INTEGER	
EndPointID	INTEGER	
EndPointDN	VARCHAR2(255)	
AgentID	INTEGER	
SwitchID	INTEGER	
TenantID	INTEGER	
StateCode	INTEGER	
CUST_DATA_1	VARCHAR2(128)	
CUST_DATA_2	VARCHAR2(128)	
CUST_DATA_3	VARCHAR2(128)	
CUST_DATA_4	VARCHAR2(128)	
CUST_DATA_5	VARCHAR2(128)	
CUST_DATA_6	VARCHAR2(128)	
CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_19	VARCHAR2(128)	
Added	DATE	
Added_ts	INTEGER	
Added_tcode	INTEGER	
Terminated	DATE	
Terminated_ts	INTEGER	
Terminated_tcode	INTEGER	
GSYS_DOMAIN	INTEGER	
GSYS_PARTITION	INTEGER	
GSYS_SYS_ID	INTEGER	
GSYS_SEQ	INTEGER	
GSYS_USEQ	INTEGER	
GSYS_TS	DATE	
GSYS_TC	INTEGER	
GSYS_EXT_VCH1	VARCHAR2(255)	
GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_EXT_INT1	INTEGER	
GSYS_EXT_INT2	INTEGER	

Table G_CUSTOM_DATA_P

This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEvents.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.
PartyID	VARCHAR2(50)				This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.
PSEQ	INTEGER		X		The sequence that corresponds to a record in the G_PARTY_HISTORY table.
EndPointID	INTEGER				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For other changes, the party is defined by the ThisDN attribute.
EndPointDN	VARCHAR2(255)				The device number that is associated with the data.
AgentID	INTEGER				The DBID of the agent object that represents the person who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	INTEGER				The DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is this field, and vice versa.
TenantID	INTEGER				The DBID of the Tenant that is associated with the Switch.
Added	DATE		X		The GMT-equivalent date and time when the key was changed. The date and time are taken from the T-Server (or other data provider) notification.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
CUST_DATA_1	VARCHAR2(128)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	VARCHAR2(128)				The value of the cust-data-2 attribute of userdata
CUST_DATA_3	VARCHAR2(128)				The value of the cust-data-3 attribute of userdata
CUST_DATA_4	VARCHAR2(128)				The value of the cust-data-4 attribute of userdata
CUST_DATA_5	VARCHAR2(128)				The value of the cust-data-5 attribute of userdata
CUST_DATA_6	VARCHAR2(128)				The value of the cust-data-6 attribute of userdata
CUST_DATA_7	VARCHAR2(128)				The value of the cust-data-7 attribute of userdata
CUST_DATA_8	VARCHAR2(128)				The value of the cust-data-8 attribute of userdata

Name	Data Type	P	M	F	Description
CUST_DATA_9	VARCHAR2(128)				The value of the cust-data-9 attribute of userdata
CUST_DATA_10	VARCHAR2(128)				The value of the cust-data-10 attribute of userdata
CUST_DATA_11	VARCHAR2(128)				The value of the cust-data-11 attribute of userdata
CUST_DATA_12	VARCHAR2(128)				The value of the cust-data-12 attribute of userdata
CUST_DATA_13	VARCHAR2(128)				The value of the cust-data-13 attribute of userdata
CUST_DATA_14	VARCHAR2(128)				The value of the cust-data-14 attribute of userdata
CUST_DATA_15	VARCHAR2(128)				The value of the cust-data-15 attribute of userdata
CUST_DATA_16	VARCHAR2(128)				The value of the cust-data-16 attribute of userdata
CUST_DATA_17	VARCHAR2(128)				The value of the cust-data-17 attribute of userdata
CUST_DATA_18	VARCHAR2(128)				The value of the cust-data-18 attribute of userdata
CUST_DATA_19	VARCHAR2(128)				The value of the cust-data-19 attribute of userdata
GSYS_DOMAIN	INTEGER				Reserved
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag that identifies if the UserEvent that caused the record came from a device at a time when that device was participating in an active call. A value of 1 indicates that the UserEvent was generated while the device was participating in an active call; otherwise, the value is 0.
GSYS_EXT_INT2	INTEGER				Reserved

Table G_CUSTOM_DATA_S

This table records the changes to the user data that is associated with a voice call. Primarily, this is the data that is attached to the call (the content of the UserData attribute of a T-Server Event). However, it is assumed that ICON might be configured so that it will also use this table to record the history of the Reasons and Extensions as well as any other attributes of a call that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY tables. The only prerequisite for this table is that the data be associated with the call and that this association be known at run time.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.
PartyID	VARCHAR2(50)				This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.
PSEQ	INTEGER		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	INTEGER				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute.
EndPointDN	VARCHAR2(255)				The device number that is associated with the data.
AgentID	INTEGER				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	INTEGER				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
TenantID	INTEGER				The DBID of the Tenant that is associated with the Switch.
KeyName	VARCHAR2(64)		X		This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys should be recorded by specifying them in ICON configuration user data specification. Key names defined in the custom states configuration options should be specified in one option only--it should be unique across all configuration options.
Value	VARCHAR2(255)				This field contains the value of the key in character format.
Added	DATE		X		The GMT-equivalent date and time when the key was changed. The date and time are taken from the T-Server (or other data provider) notification.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Reserved

Name	Data Type	P	M	F	Description
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag that identifies if the UserEvent that caused the record came from a device at a time when that device was participating in an active call. A value of 1 indicates that the UserEvent was generated while the device was participating in an active call; otherwise, the value is 0.
GSYS_EXT_INT2	INTEGER				Reserved

Table G_CUSTOM_STATES

This table contains detailed information about an agent's state changes during his or her login session. The records inserted into this table include:

- changes to the agent's state
- changes to the agent's pending state
- changes to the agent's workmode
- changes to the agent's hardware reason code
- the fact that the agent connects or disconnects to a call

Column List

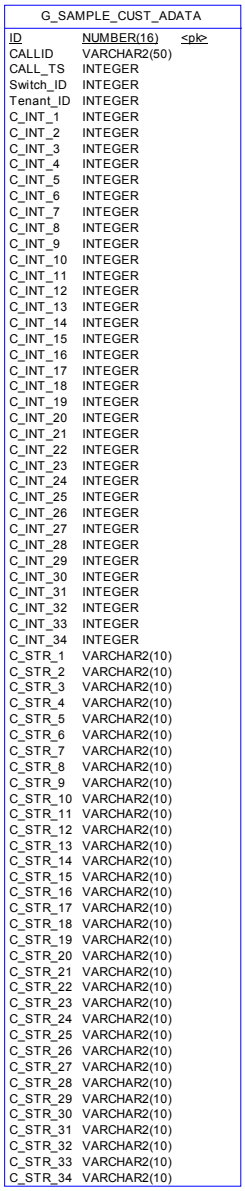
Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR2(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated. This field may be NULL.
PartyID	VARCHAR2(50)				This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.
PSEQ	INTEGER		X		The sequence that corresponds to the G_PARTY_HISTORY.

Name	Data Type	P	M	F	Description
EndPointID	INTEGER				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For other changes, the party is defined by the ThisDN attribute.
EndPointDN	VARCHAR2(255)				The device number that is associated with the data.
AgentID	INTEGER				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	INTEGER				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
TenantID	INTEGER				The DBID of the Tenant that is associated with the Switch.
StateCode	INTEGER		X		State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: 0 - null - agent is logged off 1 - login - agent is logged in, but no information to indicate whether the agent is ready to receive calls 2 - notready - agent is not ready to receive calls 3 - ready - agent is ready to receive calls 4 - acw - agent is in after call work state 5 - busy - agent is on the call 6 - unknown - agent's login session is present, but ICON has no information about the agent's state (due to disconnect from T-Server, etc) #DICTIONARY TYPE 16
CUST_DATA_1	VARCHAR2(128)				The value of the cust-data-1 attribute of userdata
CUST_DATA_2	VARCHAR2(128)				The value of the cust-data-2 attribute of userdata
CUST_DATA_3	VARCHAR2(128)				The value of the cust-data-3 attribute of userdata
CUST_DATA_4	VARCHAR2(128)				The value of the cust-data-4 attribute of userdata
CUST_DATA_5	VARCHAR2(128)				The value of the cust-data-5 attribute of userdata
CUST_DATA_6	VARCHAR2(128)				The value of the cust-data-6 attribute of userdata
CUST_DATA_7	VARCHAR2(128)				The value of the cust-data-7 attribute of userdata
CUST_DATA_8	VARCHAR2(128)				The value of the cust-data-8 attribute of userdata
CUST_DATA_9	VARCHAR2(128)				The value of the cust-data-9 attribute of userdata

Name	Data Type	P	M	F	Description
CUST_DATA_10	VARCHAR2(128)				The value of the cust-data-10 attribute of userdata
CUST_DATA_11	VARCHAR2(128)				The value of the cust-data-11 attribute of userdata
CUST_DATA_12	VARCHAR2(128)				The value of the cust-data-12 attribute of userdata
CUST_DATA_13	VARCHAR2(128)				The value of the cust-data-13 attribute of userdata
CUST_DATA_14	VARCHAR2(128)				The value of the cust-data-14 attribute of userdata
CUST_DATA_15	VARCHAR2(128)				The value of the cust-data-15 attribute of userdata
CUST_DATA_16	VARCHAR2(128)				The value of the cust-data-16 attribute of userdata
CUST_DATA_17	VARCHAR2(128)				The value of the cust-data-17 attribute of userdata
CUST_DATA_18	VARCHAR2(128)				The value of the cust-data-18 attribute of userdata
CUST_DATA_19	VARCHAR2(128)				The value of the cust-data-19 attribute of userdata
Added	DATE		X		The GMT-equivalent date and time when information about an agent’s change of agent's state was detected.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
Terminated	DATE				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value in the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Reserved
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Chapter 7: Custom Dispatcher Attached Data Schema

Diagram Data Model



List of Indexes

Table	Name	U
G_SAMPLE_CUST_ADATA	IDX_G_SAMPLE_CDATA_TS	

Table G_SAMPLE_CUST_ADATA

This sample table stores attached call data from a custom attached data dispatcher.

Column List

Name	Data Type	P	M	F	Description
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CALLID	VARCHAR2(50)		X		Global unique call ID.
CALL_TS	INTEGER		X		The timestamp of call creation.
Switch_ID	INTEGER		X		The DBID of the Switch configuration object in Configuration Server where the call was observed.
Tenant_ID	INTEGER		X		The DBID of the Tenant where the Switch is configured.
C_INT_1	INTEGER				The integer value of attached data key.
C_INT_2	INTEGER				The integer value of attached data key.
C_INT_3	INTEGER				The integer value of attached data key.
C_INT_4	INTEGER				The integer value of attached data key.
C_INT_5	INTEGER				The integer value of attached data key.
C_INT_6	INTEGER				The integer value of attached data key.
C_INT_7	INTEGER				The integer value of attached data key.
C_INT_8	INTEGER				The integer value of attached data key.
C_INT_9	INTEGER				The integer value of attached data key.
C_INT_10	INTEGER				The integer value of attached data key.
C_INT_11	INTEGER				The integer value of attached data key.
C_INT_12	INTEGER				The integer value of attached data key.
C_INT_13	INTEGER				The integer value of attached data key.
C_INT_14	INTEGER				The integer value of attached data key.
C_INT_15	INTEGER				The integer value of attached data key.
C_INT_16	INTEGER				The integer value of attached data key.
C_INT_17	INTEGER				The integer value of attached data key.
C_INT_18	INTEGER				The integer value of attached data key.
C_INT_19	INTEGER				The integer value of attached data key.
C_INT_20	INTEGER				The integer value of attached data key.
C_INT_21	INTEGER				The integer value of attached data key.
C_INT_22	INTEGER				The integer value of attached data key.
C_INT_23	INTEGER				The integer value of attached data key.
C_INT_24	INTEGER				The integer value of attached data key.

Name	Data Type	P	M	F	Description
C_INT_25	INTEGER				The integer value of attached data key.
C_INT_26	INTEGER				The integer value of attached data key.
C_INT_27	INTEGER				The integer value of attached data key.
C_INT_28	INTEGER				The integer value of attached data key.
C_INT_29	INTEGER				The integer value of attached data key.
C_INT_30	INTEGER				The integer value of attached data key.
C_INT_31	INTEGER				The integer value of attached data key.
C_INT_32	INTEGER				The integer value of attached data key.
C_INT_33	INTEGER				The integer value of attached data key.
C_INT_34	INTEGER				The integer value of attached data key.
C_STR_1	VARCHAR2(10)				The string value of the call attached data key.
C_STR_2	VARCHAR2(10)				The string value of the call attached data key.
C_STR_3	VARCHAR2(10)				The string value of the call attached data key.
C_STR_4	VARCHAR2(10)				The string value of the call attached data key.
C_STR_5	VARCHAR2(10)				The string value of the call attached data key.
C_STR_6	VARCHAR2(10)				The string value of the call attached data key.
C_STR_7	VARCHAR2(10)				The string value of the call attached data key.
C_STR_8	VARCHAR2(10)				The string value of the call attached data key.
C_STR_9	VARCHAR2(10)				The string value of the call attached data key.
C_STR_10	VARCHAR2(10)				The string value of the call attached data key.
C_STR_11	VARCHAR2(10)				The string value of the call attached data key.
C_STR_12	VARCHAR2(10)				The string value of the call attached data key.
C_STR_13	VARCHAR2(10)				The string value of the call attached data key.
C_STR_14	VARCHAR2(10)				The string value of the call attached data key.
C_STR_15	VARCHAR2(10)				The string value of the call attached data key.
C_STR_16	VARCHAR2(10)				The string value of the call attached data key.
C_STR_17	VARCHAR2(10)				The string value of the call attached data key.
C_STR_18	VARCHAR2(10)				The string value of the call attached data key.
C_STR_19	VARCHAR2(10)				The string value of the call attached data key.
C_STR_20	VARCHAR2(10)				The string value of the call attached data key.
C_STR_21	VARCHAR2(10)				The string value of the call attached data key.
C_STR_22	VARCHAR2(10)				The string value of the call attached data key.
C_STR_23	VARCHAR2(10)				The string value of the call attached data key.
C_STR_24	VARCHAR2(10)				The string value of the call attached data key.

Name	Data Type	P	M	F	Description
C_STR_25	VARCHAR2(10)				The string value of the call attached data key.
C_STR_26	VARCHAR2(10)				The string value of the call attached data key.
C_STR_27	VARCHAR2(10)				The string value of the call attached data key.
C_STR_28	VARCHAR2(10)				The string value of the call attached data key.
C_STR_29	VARCHAR2(10)				The string value of the call attached data key.
C_STR_30	VARCHAR2(10)				The string value of the call attached data key.
C_STR_31	VARCHAR2(10)				The string value of the call attached data key.
C_STR_32	VARCHAR2(10)				The string value of the call attached data key.
C_STR_33	VARCHAR2(10)				The string value of the call attached data key.
C_STR_34	VARCHAR2(10)				The string value of the call attached data key.
GSYS_DOMAIN	INTEGER				Reserved
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	DATE				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved

Index List

Code	U	C	Table
IDX_G_SAMPLE_CDATA_TS			G_SAMPLE_CUST_ADATA

Chapter 8: Data Source Session Control Schema

The tables in this schema are control tables for each ICON provider. *Provider* refers to the ICON functionality that provides data for a particular ICON database schema. ICON populates the table for a particular provider only if the corresponding role option has been defined for the ICON Application. All the tables in this schema have the same structure.

For information about when records are created and updated in the provider control tables, see the section in the *Interaction Concentrator 8.0 User's Guide* about determining data availability and reliability.

Diagram Data Model

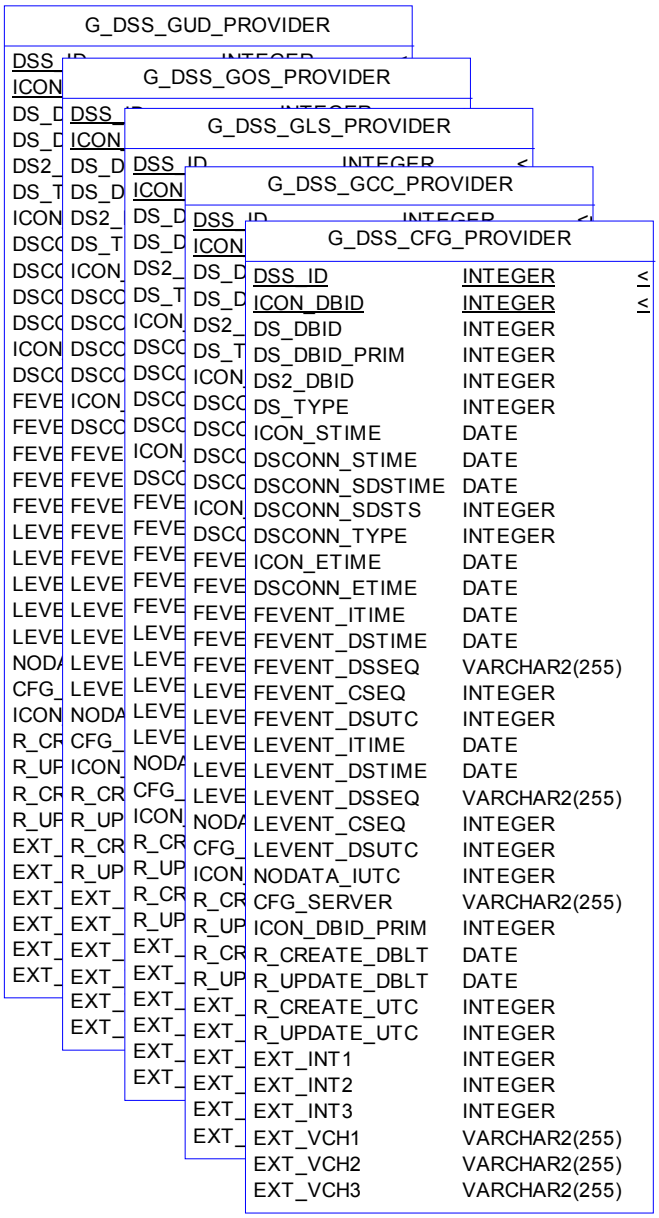


Table G_DSS_CFG_PROVIDER

The control table for the cfg role, which stores configuration-related information. The data source is Configuration Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	INTEGER	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	INTEGER	X	X		The DBID of the ICON instance that created this record.
DS_DBID	INTEGER				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	INTEGER				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	INTEGER				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	INTEGER		X		The type of data source server: 4 = Configuration Server
ICON_STIME	DATE		X		The timestamp when ICON was started.
DSCONN_STIME	DATE		X		The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	DATE				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	INTEGER				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	INTEGER		X		The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (T-Server only)
ICON_ETIME	DATE				The timestamp when ICON shut down.
DSCONN_ETIME	DATE				The timestamp when the data source server disconnected.
FEVENT_ITIME	DATE		X		The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	DATE				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	INTEGER				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	DATE		X		The timestamp of the last event for which data was stored on the connection (ICON time).

Name	Data Type	P	M	F	Description
LEVENT_DSTIME	DATE				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	INTEGER				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	INTEGER				Reserved
CFG_SERVER	VARCHAR2(255)				Reserved
ICON_DBID_PRIM	INTEGER				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	DATE		X		The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	DATE		X		The timestamp for record update (IDB local time).
R_CREATE_UTC	INTEGER		X		The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	INTEGER		X		The UTC-equivalent value of the R_UPDATE_DBLT field.
EXT_INT1	INTEGER				Reserved
EXT_INT2	INTEGER				Reserved
EXT_INT3	INTEGER				Reserved
EXT_VCH1	VARCHAR2(255)				Reserved
EXT_VCH2	VARCHAR2(255)				Reserved
EXT_VCH3	VARCHAR2(255)				Reserved

Table G_DSS_GCC_PROVIDER

The control table for the gcc role, which stores interaction-related and party-related information. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	INTEGER	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	INTEGER	X	X		The DBID of the ICON instance that created this record.
DS_DBID	INTEGER				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	INTEGER				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	INTEGER				The DBID of the Switch for the T-Server or Interaction Server.

Name	Data Type	P	M	F	Description
DS_TYPE	INTEGER		X		The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	DATE		X		The timestamp when ICON was started.
DSCONN_STIME	DATE		X		The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	DATE				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	INTEGER				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	INTEGER		X		The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	DATE				The timestamp when ICON shut down.
DSCONN_ETIME	DATE				The timestamp when the data source server disconnected.
FEVENT_ITIME	DATE		X		The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	DATE				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	INTEGER				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	DATE		X		The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	DATE				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	INTEGER				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	INTEGER				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 2 minutes.
CFG_SERVER	VARCHAR2(255)				Reserved

Name	Data Type	P	M	F	Description
ICON_DBID_PRIM	INTEGER				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	DATE		X		The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	DATE		X		The timestamp for record update (IDB local time).
R_CREATE_UTC	INTEGER		X		The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	INTEGER		X		The UTC-equivalent value of the R_UPDATE_DBLT field.
EXT_INT1	INTEGER				Reserved
EXT_INT2	INTEGER				Reserved
EXT_INT3	INTEGER				Reserved
EXT_VCH1	VARCHAR2(255)				Reserved
EXT_VCH2	VARCHAR2(255)				Reserved
EXT_VCH3	VARCHAR2(255)				Reserved

Table G_DSS_GLS_PROVIDER

The control table for the gls role, which stores data that pertains to agent states and agent login sessions. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	INTEGER	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	INTEGER	X	X		The DBID of the ICON instance that created this record.
DS_DBID	INTEGER				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	INTEGER				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	INTEGER				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	INTEGER		X		The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	DATE		X		The timestamp when ICON was started.
DSCONN_STIME	DATE		X		The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	DATE				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	INTEGER				The UTC-equivalent value of the DSCONN_SDSTIME field.

Name	Data Type	P	M	F	Description
DSCONN_TYPE	INTEGER		X		The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	DATE				The timestamp when ICON shut down.
DSCONN_ETIME	DATE				The timestamp when the data source server disconnected.
FEVENT_ITIME	DATE		X		The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	DATE				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	INTEGER				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	DATE		X		The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	DATE				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	INTEGER				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	INTEGER				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 2 minutes.
CFG_SERVER	VARCHAR2(255)				Reserved
ICON_DBID_PRIM	INTEGER				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	DATE		X		The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	DATE		X		The timestamp for record update (IDB local time).
R_CREATE_UTC	INTEGER		X		The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	INTEGER		X		The UTC-equivalent value of the R_UPDATE_DBLT field.
EXT_INT1	INTEGER				Reserved
EXT_INT2	INTEGER				Reserved
EXT_INT3	INTEGER				Reserved

Name	Data Type	P	M	F	Description
EXT_VCH1	VARCHAR2(255)				Reserved
EXT_VCH2	VARCHAR2(255)				Reserved
EXT_VCH3	VARCHAR2(255)				Reserved

Table G_DSS_GOS_PROVIDER

The control table for the gos role, which stores data that pertains to outbound calls and campaigns. The data source is Outbound Contact Server (OCS).

Column List

Name	Data Type	P	M	F	Description
DSS_ID	INTEGER	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	INTEGER	X	X		The DBID of the ICON instance that created this record.
DS_DBID	INTEGER				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	INTEGER				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	INTEGER				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	INTEGER		X		The type of data source server: 3 = OCS Server
ICON_STIME	DATE		X		The timestamp when ICON was started.
DSCONN_STIME	DATE		X		The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	DATE				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	INTEGER				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	INTEGER		X		The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	DATE				The timestamp when ICON shut down.
DSCONN_ETIME	DATE				The timestamp when the data source server disconnected.
FEVENT_ITIME	DATE		X		The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	DATE				The timestamp of the first event for which data was stored on the connection (time from the data source server event).

Name	Data Type	P	M	F	Description
FEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	INTEGER				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	DATE		X		The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	DATE				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	INTEGER				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	INTEGER				Reserved
CFG_SERVER	VARCHAR2(255)				Reserved
ICON_DBID_PRIM	INTEGER				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	DATE		X		The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	DATE		X		The timestamp for record update (IDB local time).
R_CREATE_UTC	INTEGER		X		The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	INTEGER		X		The UTC-equivalent value of the R_UPDATE_DBLT field.
EXT_INT1	INTEGER				Reserved
EXT_INT2	INTEGER				Reserved
EXT_INT3	INTEGER				Reserved
EXT_VCH1	VARCHAR2(255)				Reserved
EXT_VCH2	VARCHAR2(255)				Reserved
EXT_VCH3	VARCHAR2(255)				Reserved

Table G_DSS_GUD_PROVIDER

The control table for the gud role, which stores data that pertains to attached data associated with interactions. The data sources are T-Server and Interaction Server.

Column List

Name	Data Type	P	M	F	Description
DSS_ID	INTEGER	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	INTEGER	X	X		The DBID of the ICON instance that created this record.
DS_DBID	INTEGER				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	INTEGER				The DBID of the primary data source server (if defined in the Configuration Layer).
DS2_DBID	INTEGER				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	INTEGER		X		The type of data source server: 1 = T-Server 2 = Interaction Server
ICON_STIME	DATE		X		The timestamp when ICON was started.
DSCONN_STIME	DATE		X		The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	DATE				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	INTEGER				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	INTEGER		X		The type of connection: 1 = First connection 2 = Reconnect 3 = Data source server restart (when possible) 4 = Switch reconnection (when possible) 5 = Switchover (when possible)
ICON_ETIME	DATE				The timestamp when ICON shut down.
DSCONN_ETIME	DATE				The timestamp when the data source server disconnected.
FEVENT_ITIME	DATE		X		The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	DATE				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).
FEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	INTEGER				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ITIME	DATE		X		The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	DATE				The timestamp of the last event for which data was stored on the connection (time from the data source server event).

Name	Data Type	P	M	F	Description
LEVENT_DSSEQ	VARCHAR2(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	INTEGER		X		The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	INTEGER				The UTC-equivalent value of the LEVENT_DSTIME field.
NODATA_IUTC	INTEGER				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 2 minutes.
CFG_SERVER	VARCHAR2(255)				Reserved
ICON_DBID_PRIM	INTEGER				The DBID of the Primary ICON. Currently not used (reserved).
R_CREATE_DBLT	DATE		X		The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	DATE		X		The timestamp for record update (IDB local time).
R_CREATE_UTC	INTEGER		X		The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	INTEGER		X		The UTC-equivalent value of the R_UPDATE_DBLT field.
EXT_INT1	INTEGER				Reserved
EXT_INT2	INTEGER				Reserved
EXT_INT3	INTEGER				Reserved
EXT_VCH1	VARCHAR2(255)				Reserved
EXT_VCH2	VARCHAR2(255)				Reserved
EXT_VCH3	VARCHAR2(255)				Reserved

Appendix: G_Dictionary Values

This appendix lists the possible values for the dictionary types defined in the G_DICT_TYPE table. For each dictionary type (G_DICT_TYPE.DTYPE), this appendix provides the values of G_DICTIONARY.DID and G_DICTIONARY.DVALUE, which are populated when IDB is initialized or upgraded.

Call History Change Type (DTYPE=1)

1	call_created
2	call_terminated
3	call_merged
4	call_trfailed

Party History Change Type (2)

1	party_created
2	party_terminated
3	party_statechanged
4	party_fsmerror
5	party_fsm2error

IR History Change Type (3)

1	ir_created
2	ir_terminated
3	ir_merged

Call States (4)

0	unknown
1	active
2	terminated

Call Types (5)

0	unknown
1	internal
2	inbound
3	outbound
4	consult

Call Media Types (6)

0	unknown
1	voice
2	email
3	chat
1000	open media

IR States (7)

0	unknown
1	active
2	terminated

Local Connection State (8)

0	unknown
1	initiated
2	alerting
3	connected
4	hold
5	queued
6	fail

Party Type (9)

0	unknown
1	internal
2	external
3	place
4	iqueue
5	iworkbin
6	strategy

Party Role (10)

0	unknown
1	observer

Parent Party Link Type (11)

0	unknown
1	consultation
2	transfer
3	conference
4	divert
5	route (reserved for future use)

Session Endpoint Type (12)

1	agent_dn
2	queue
3	media

Agent State History Type (13)

-1	unknown
0	normal
5	state
6	pending_state
7	add_party
8	rem_party
9	state_forced
10	pending_forced
11	reason
12	reason_code

Agent State History Cause (14)

0	nocause
1	normal
2	forced_pause
3	forced_transition
4	autowork

Agent State History Condition (15)

0	nocondition
1	normal
2	forced_by_another_device
3	forced_by_pending_state
4	forced_by_connection_info

Agent State History State (16)

0	null
1	login
2	notready
3	ready
4	acw
5	busy
6	unknown

Agent State History Pending State (17)

0	null
2	notready
3	ready
4	acw

Agent State History WORKMODE (18)

0	unknown
1	manualin
2	autoin
3	aftercallwork
4	auxwork
6	walkaway
7	returnback

Attached Data Change Type (19)

1	created
2	added
3	updated
4	deleted
5	terminated

Attached Data Source (20)

1	userdata
2	reasons
3	extensions
4	attributes
5	mcr_workbin

ISLink Current State (21)

0	unknown
1	active
2	terminated
3	failed

ISLink History Change Type (22)

0	unknown
1	added
2	moved
3	deleted

ISLink Merge State (23)

1	not_processed
2	incomplete
3	complete

Configuration History Tables Status (24)

0	unknown
1	active
2	inactive
10	syncinprogress

HA_CONTROL Status (25)

0	unknown
1	running
2	stopped

PROV_CONTROL Provider Tag IDs (26)

0	unknown
1	gcc
2	gls
3	gud
4	gos
5	cfg

ISLink Type (27)

0	bidirectional
1	unidirectional
2	source
3	target

Route Result (28)

0	unknown
1	success
2	failure
102	distributed_to_default
103	routed_by_switch
105	other_reasons
133	ixn_server_timeout
134	ixn_taken_out

Route Target Type (29)

0	agent
1	agent_place
2	agent_group
3	place_group
4	route_point
5	queue
6	queue_group
7	switch
8	reg_dn
9	campaign
10	campaign_group
11	calling_list
12	campaign_calling_list
13	tenant
14	staging_area
15	routing_strategy
100	default
101	destination_label
102	persistent_queue
103	workbin

Call Control Event (30)

-1	unknown
0	bridged
1	connection_cleared
2	delivered
3	established
4	failed
5	held
6	offered
7	originated
8	queued
9	retrieved
10	service_initiated
11	transfered
12	conferenced
13	diverted

Call Control Event Cause (31)

0	unknown
1	busy
2	conference
3	distributed
4	distribution_delay
5	entering_distribution
6	normal
7	redirected
8	single_step_conference
9	single_step_transfer
10	transfer

Log Message Priority (32)

0	unknown
1	debug
2	information
3	interaction
4	error
5	alarm

Log Message Category (33)

0	default
1	alarm
2	audit

Log Message Origin (34)

0	connection
1	communication
2	application
3	external
4	management
5	logcontrol

Campaign State (71)

0	null
1	loaded
2	started
3	unloading

System Reasons to Campaign Termination (73)

0	normal
1	disconnect
2	internal_error
3	register

OCS Event Cause (75)

0	CampGrNormal
1	CampGrConfigurationChanged
2	CampGrLCASignal
3	CampGrUnloadForcedCfgChanged
4	CampGrUnloadForcedLCASignal
5	CampGrUnloadForcedCliReq
6	CampGrLoadsAsSequenceItem
7	CampGrItemStartTimeElapsed
8	CampGrItemContactsReached
9	CampGrItemDialsReached
10	CampGrItemEndTimeReached
11	CampGrAgentsAvailable
12	CampGrNoAgentsAvailable
13	CampGrPortsAvailable
14	CampGrNoPortsAvailable
15	CampGrRecordsAvailable
16	CampGrNoRecordsAvailable
17	CampGrCPDAvailable
18	CampGrNoCPDAvailable
19	ChainNormal
20	ChainRetrievedFromDB
21	ChainCampaignUnloaded
22	ChainDoNotCall
23	ChainCancelled
24	ChainRejected

25 ChainIsEmpty
26 ChainFilterModified
27 ChainNoMoreTreatments
28 ChainInternalError
29 ChainOutOfBoundaries
30 ChainPriorityZero
31 ChainGoalReached
32 ChainMaxAttemptsReached
33 ChainUnloadedByTreatment
34 ChainConfigurationChanged
35 ChainUnknownDNTransfer
36 ChainWrongTransfer
37 ChainCallbackToContinue
38 ChainReschedToContinue
39 ChainRecordAdded
40 ChainTreatmentApplied
41 ChainInDoNotCallList
42 ChainDoNotCallRequested
43 ChainCancelRequested
44 ChainRejectRequested
45 ChainEventRecord Processed
46 ChainDialerReleased
47 ChainDialerError
48 ChainForceUnloadStale
49 ChainOverflown
50 ChainRemoteRelease
51 ChainStaleTimeout
52 ChainCallResultReceived
53 ChainProcessingDone
54 ChainEventUpdateCall CompStats
55 ChainEventRecordRe schedule
56 ChainCallProgressReceived

OCS Chain States (76)

0 null
1 scheduled
2 processing
3 processed

OCS Metric Types (77)

0 GOMetricTypeUndefined
1 GOMetricTotalRecsPerList
2 GOMetricTotalRecsPer CampGr
3 GOMetricTotalChainsPer List
4 GOMetricTotalChainsPer CampGr
5 GOMetricCurrRecsNotProc PerList
6 GOMetricCurrRecsNotProc PerCampGr
7 GOMetricCurrChainsNot ProcPerList
8 GOMetricCurrChainsNot ProcPerCampGr
9 GOMetricCurrUsedPorts PerCampGr
10 GOMetricCurrUsedEng PortsPerCampGr
11 GOMetricDetailCallsOver dialed
12 GOMetricTimeOutbound CallDialing
13 GOMetricTimeOutbound CallTransfer
14 GOMetricTimeOutbound CallCPD

DND Feature State (80)

0 clear
1 set

Login Session State (81)

0 terminated
1 active

Association Between Login Session and End Point State (82)

0 terminated
1 active

Flag of HW Reason Code (83)

0 false
1 true

Possible System Reasons in Login Sessions (84)

-1 unknown
0 normal (null could be reported)
1 stuck
2 device
3 agent
4 cleanup
5 register
6 disconnect

Virtual Queue State Cause (85)

1 normal
2 abandoned
3 stuck
101 routed_in_parallel_vq
102 routed_to_default
103 routed_by_switch
104 execute_clear_target
105 other
133 ixn_routing_to
134 ixn_taken_out

Call Merge Types (86)

-1 unknown
0 bridge
11 transfer
12 conference

Reliability of Route Result (87)

0 unknown
1 ok
2 in the past

Type of Stop Processing Actor (88)

0 unknown
1 strategy
2 agent
3 place
4 media_server

Object State (500)

0 Unknown Object State
1 Enabled
2 Disabled

Switch Type (501)

0 Unknown Switch Type
1 Nortel Meridian 1
2 Rockwell Spectrum
3 Rockwell Galaxy
4 Nortel Communication Server 2000/2100
5 Avaya Communication Manager
6 Aspect CallCenter
7 Siemens Hicom 300E
8 Intecom IBX80
9 Ericsson MD110
10 Lucent 5ESS
11 Madge
12 NEC NEAX
13 Fujitsu F9600
14 Teltronics 20-20
15 WorldCom 800 Gateway
16 Siemens Hicom 150
17 Siemens Hicom 300 ACL-H3
18 Philips Sopho iS3000
19 EADS Telecom M6500 Succession
20 Siemens Hicom 150H
21 Ericsson ACP1000
22 Siemens GEC iSSDX
23 Alcatel A4400
24 Generic Switch
25 Delco ACD
26 Hitachi CX8000
27 LG Starex-ACS
28 Mitel SX-2000
29 Nortel Communication Server 1000 with SCCS/MLS
30 Siemens Hicom 150E
31 Siemens RealitisDX iCCL
32 Tadiran Coral
33 Voice over IP SMCP Switch
34 Virtual Switch for IVR In-Front
35 Internet Gateway
36 AT&T 800 ICP Gateway
37 Sprint SiteRP Gateway
38 Bell Canada (Stentor) ATF Gateway
39 Alcatel SCP Gateway
40 Bell Atlantic ISCP Gateway
41 Concert 800 Gateway
42 Alcatel DTAG SCP Gateway
43 KPN Network Gateway
44 Alcatel Telecom Italia SCP Gateway
45 Alcatel BT SCP Gateway
46 3511 Protocol Interface
47 DataVoice Dharma
48 Huawei C_C08
49 Avaya INDeX

50 Siemens Hicom 300H
51 Siemens HiPath 4000
52 Alcatel A4200
53 Tenovis Integral 33
54 Telera
55 NGSN
56 GenSpec
57 Voice Portal
58 K-Worker Gateway
59 Siemens Hicom 300
60 GenSpec XML
61 OPSI
62 Cisco Call Manager
63 Multimedia Switch
64 Verizon ISCP Gateway
65 Alcatel 5020 OPSI
66 Avaya IP Office
67 Mitel MN-3300
68 Samsung IP PCX IAP
69 Siemens HiPath 3000
70 eOn eQueue
71 Tenovis I55
72 SIP Switch
73 Digitro AXS/20
74 GVP DID Group
75 SIP Network Switch
76 NEC NEAX SV7000
77 Radvision iContact
78 Avaya TSAPI
79 Huawei NGN

Switch Link Type (502)

0 Unknown Link Type
1 Meridian Link 4
2 Meridian Link 5
3 Galaxy Link
4 Spectrum Link
5 SCAI 7
6 SCAI 8
7 Call Visor ASAI
8 Ethernet ASAI
9 Application Bridge 5
10 Application Bridge 6
11 CallBridge 2
12 CallBridge 3
13 OAI
14 Application Link
15 Pinnacle
16 Madge Link
17 NEC Link
18 Fujitsu Link
19 Host Interface Link
20 Workstation Interface Link
21 Gateway 01 Link
22 Application Connectivity Link 1.x
23 Application Connectivity Link 2.x
24 CallBridge ACL ISDN SO ISO
25 CallBridge ACL v.24 ISO
26 iS Link CSTA I
27 Matra Link CSTA II
28 Application Link CSTA
29 iCAT 2.3 ICCL 2
30 iCAT 3.x ICCL 3
31 Application Link CSTA I
32 Application Link CSTA II
33 Generic Link
34 SCAI 11
35 SCAI 12
36 SCAI 13
37 Application Bridge 7
38 CallBridge4
39 Delco ACD
40 Hitachi Cx8000
41 Starex Link
42 MiTai 7.3
43 Meridian Link ServicesSymposium
44 Application Connectivity Link CSTA
45 CallBridge DX
46 Coral Link

DN Route Type (504)

0 Unknown Route Type
1 Default
2 Label
3 Overwrite DNIS
4 DDD
5 IDDD
6 Direct
7 Reject
8 Announcement
9 Post Feature
10 Direct Agent
11 Use External Protocol
12 Get From DN
13 Default
14 Route
15 Direct
16 Re-Route
17 Direct UUI
18 Direct ANI
19 Direct No Token
20 DNIS Pooling
21 Direct DNIS and ANI
22 Direct Digits
23 Forbidden
24 ISCC defined protocol
25 PullBack
26 Direct Network Call ID

DN Type (505)

0 Unknown DN Type
1 Extension
2 ACD Position
3 ACD Queue
4 Routing Point
5 Virtual Queue
6 Virtual Routing Point
7 Voice Treatment Port
8 Voice Mail
9 Mobile Station
10 Call Processing Port
11 Fax
12 Modem
13 Music Port
14 Trunk
15 Trunk Group
16 Tie Line
17 Tie Line Group
18 Mixed
19 External Routing Point
20 Network Destination
21 Service Number
22 Routing Queue
23 Communication DN
24 E-mail Address
25 Voice over IP Port
26 Video over IP Port
27 Chat
28 CoBrowse
29 Voice over IP Service
30 Workflow
31 Access Resource
32 GVP DID

Application Type (506)

0 Unknown Application Type
1 T-Server
2 Stat Server
3 Billing Server
4 Billing Client
5 Agent Pulse
6 Voice Treatment Server
7 Voice Treatment Manager
8 Database Access Point
9 Call Concentrator
10 CPD Server
11 List Manager
12 Outbound Contact Server
13 Outbound Contact Manager
14 Campaign Configuration Environment
15 Universal Routing Server
16 Strategy Builder
17 Interaction Router Client
18 Agent Desktop
19 Configuration Manager
20 Call Center Pulse
21 Configuration Server
22 Third Party Application
23 Third Party Server
24 Strategy Simulator
25 Strategy Scheduler
26 DART Server
27 DART Client
28 Custom Server
29 External Router
30 Virtual Interactive-T
31 Virtual Routing Point
32 Database
33 Web Option
34 Detail Biller
35 Summary Biller
36 Network Overflow Manager
37 Backup Control Client
38 Data Sourcer
39 Data Modeling Assistant
40 IVR Server
41 I-Server
42 Message Server
43 Solution Control Server
44 Solution Control Interface
45 SNMP Agent
46 DB Server
47 WFM Client
48 WFM Data Aggregator
49 WFM Web Services
50 WFM Schedule Server
51 Interaction Routing Designer
52 ETL Proxy
53 Install-Time Configuration Utility
54 GVP-Voice Communication Server
55 GIM ETL
56 VSS Shared
57 VSS Console

58	Data Mart
59	Chat Server
60	Callback Server
61	Co-Browsing Server
62	SMS Server
63	Contact Server
64	E-Mail Server
65	MediaLink
66	Web Interaction Requests Server
67	Web Stat Server
68	Web Interaction Server
69	Web Option Route Server
70	Web Client
71	Contact Server Manager
72	Content Analyzer
73	Response Manager
74	Voice over IP Controller
75	Voice over IP Device
76	Automated Workflow Engine
77	High Availability Proxy
78	Voice over IP Stream Manager
79	Voice over IP DMX Server
80	Web API Server
81	Load Balancer
82	Application Cluster
83	Load Distribution Server
84	G-Proxy
85	Genesys Interface Server
86	GCN Delivery Server
87	GCN Client
88	IVR DirectTalk Server
89	GCN Thin Server
90	Classification Server
91	Training Server
92	Universal Callback Server
93	CPD Server Proxy
94	XLink Controller
95	Knowledge Worker Portal
96	WFM Server
97	WFM Builder
98	WFM Reports
99	WFM Web
100	Knowledge Manager
101	IVR Driver
102	IVR Library
103	LCS Adapter
104	Desktop .NET Server
105	Gplus Adapter for Siebel 7 Configuration Synchronization Component
106	Gplus Adapter for Siebel 7 Campaign Synchronization Component
107	Genesys Generic Server
108	Genesys Generic Client
109	Call Director
110	SIP Communication Server
111	Interaction Server
112	Genesys Integration Server
113	WFM Daemon
114	GVP Policy Manager
115	GVP Cisco Queue Adapter
116	GVP Text To Speech Server
117	GVP ASR Log Manager
118	GVP Bandwidth Manager
119	GVP Events Collector
120	GVP Cache Server
121	GVP ASR Log Server
122	GVP ASR Package Loader
123	GVP IP Communication Server
124	GVP 7.x Resource Manager
125	GVP SIP Session Manager
126	GVP Media Gateway
127	GVP Soft Switch
128	GVP Core Service
129	GVP Voice Communication Server
130	GVP Unified Login Server
131	GVP Call Status Monitor
132	GVP Reporter
133	GVP H.323 Session Manager
134	GVP ASR Log Manager Agent
135	GVP Genesys Queue Adapter
136	GVP IServer
137	GVP SCP Gateway
138	GVP SRP Server
139	GVP MRCP TTS Server
140	GVP CCS Server
141	GVP MRCP ASR Server
142	GVP Network Monitor
143	GVP OBN Manager
144	GVP SelfService Provisioning Server
145	GVP Media Control Platform
146	GVP Fetching Module
147	GVP Media Control Platform Legacy Interpreter
148	GVP Call Control Platform
149	GVP Resource Manager
150	GVP Redundancy Manager
151	GVP Media Server
152	GVP PSTN Connector
153	GVP Reporting Server
154	GVP SSG
155	GVP CTI Connector
156	Resource Access Point
157	Interaction Workspace
158	Advisors
159	ESS Extensible Services
160	Customer View

DN Group Type (508)

0	Unknown Group Type
1	Single Ports
2	ACD Queues
3	Routing Points
4	Network Ports
5	Service Numbers

Object Flag (509)

0	Unknown
1	False
2	True

Script Type (513)

0	Unknown Script Type
1	Data Collection
2	Service Selection
3	Enhanced Queuing
4	Simple Queuing
5	Simple Routing
6	Enhanced Routing
7	Voice Data
8	Outbound Campaign
9	Outbound Format
10	Outbound List
11	Outbound Filter
12	Outbound Treatment
13	Outbound Alert
14	Schedule
15	Alarm Detection
16	Alarm Reaction
17	VSS System Schema
18	VSS Shared Schema
19	VSS Server Schema
20	VSS Object
21	E-mail Acknowledge Receipt
22	Capacity Rule
23	Interaction Queue
24	Interaction Queue View
25	Interaction Workbin
26	Interaction Submitter
27	Interaction Snapshot
28	Business Process
29	Supervisor Data
30	Interaction Workflow Trigger
31	GVP Report
32	Outbound Schedule
33	ESS Dial Plan

Action Code Type (514)

0	Unknown Action Code Type
1	Inbound Call
2	Outbound Call
3	Internal Call
4	Transfer
5	Conference
6	Login
7	Logout
8	Ready
9	Not Ready
10	Busy On
11	Busy Off
12	Forward On
13	Forward Off

Table Access Type (515)

0	Unknown Table Type
1	Calling List
2	Log Table
3	ANI
4	LATA
5	NPA
6	NPA-NXX
7	State Code
8	Info Digits
9	Country Code
10	Customer Defined Table
11	Do Not Call List
12	E-mail Contact List

Field Data Type (516)

0	Unknown Data Type
1	int
2	float
3	char
4	varchar
5	datetime

Field Type (517)

0 Unknown Field Type
1 Record ID
2 Contact Info
3 Record Type
4 Record Status
5 Dialing Result
6 Number of Attempts
7 Scheduled Time
8 Call Time
9 From
10 To
11 Time Zone
12 Campaign
13 Agent
14 Chain
15 Number In Chain
16 User-Defined Field
17 ANI
18 LATA
19 NPA
20 NPA-NXX
21 State Code
22 Info Digits
23 Country Code
24 Contact Info Type
25 Group
26 Application
27 Treatments History
28 Media Reference
29 E-mail Subject
30 E-mail Template ID
31 Switch ID

GCTI Call State (518)

0 Ok
1 Transferred
2 Conferenced
3 General Error
4 System Error
5 Remote Release
6 Busy
7 No Answer
8 SIT Detected
9 Answering Machine Detected
10 All Trunks Busy
11 SIT Invalid Number
12 SIT VC (Vacant Code)
13 SIT IC (Intercept)
14 SIT Unknown Call State
15 SIT NC (No Circuit)
16 SIT RO (Reorder)
17 Fax Detected
18 Queue Full
19 Cleared
20 Overflowed
21 Abandoned
22 Redirected
23 Forwarded
24 Consult
25 Pickedup
26 Dropped
27 Dropped on No Answer
28 Unknown Call Result
29 Covered
30 Converse-On
31 Bridged
32 Silence
33 Answer
34 NU Tone
35 No Dial Tone
36 No Progress
37 No RingBack Tone
38 No Established Detected
39 Pager Detected
40 Wrong Party
41 Dial Error
42 Call Drop Error
43 Switch Error
44 No Port Available
45 Transfer Error
46 Stale
47 Agent CallBack Error
48 Group CallBack Error
49 Deafend
50 Held
51 Do Not Call
52 Cancel Record
53 Wrong Number

Treatment Action Code (519)

0 Unknown Action
1 No Treatment
2 Update all records in chain
3 Redial
4 Retry in
5 Retry at specified date
6 Next in chain
7 Next in chain after
8 Next in chain at specified date
9 Assign to Group
10 Mark as Agent Error
11 Reschedule
12 Delegate for processing
13 Execute SQL statement

Treatment Call Action Code (520)

0 Unknown Action Code
1 Connect
2 Drop
3 Mute Transfer
4 Transfer
5 Route
6 Play a message
7 Send a fax
8 Send a page
9 Send an e-mail

Campaign Group Dialing Mode (521)

0 Unknown Dialing Mode
1 Predictive
2 Progressive
3 Preview
4 Progressive with seizing
5 Predictive with seizing
6 Power
7 Power with seizing
8 Push Preview
9 Progress GVP
10 Predict GVP
11 Power GVP

Campaign Group Operation Mode (522)

0 Unknown Operation Mode
1 Manual
2 Scheduled

Campaign Group Optimization Method (523)

0 Unknown Optimization Criteria
1 Agent Busy Factor
2 Overdial Rate
3 Average Waiting Time

IVR Type (524)

0 Unknown IVR Type
1 Conversant
2 WVR for AIX
3 Syntellect Vocal Point
4 Syntellect Premier
5 Syntellect Vista
6 Voicetek
7 Agility
8 Meridian Integrated
9 Symposium Open
10 Edify
11 Brite
12 ShowNTel
13 Intervoice Brite
14 Periphonics VPS/is
15 Amerex
16 WVR for Windows
17 Genesys Voice Platform
18 MPS
19 Aspect CSS
20 Microsoft Speech Server
21 Other IVR Type
22 Envox

Object Type (528)

0 Unknown Object
1 Switch
2 DN
3 Person
4 Place
5 Agent Group
6 Place Group
7 Tenant
8 Solution
9 Application
10 Host
11 Switching Office
12 Script
13 Skill
14 Action Code
15 Agent Login
16 Transaction
17 DN Group
18 Statistical Day
19 Statistical Table
20 Application Template
21 Access Group
22 Folder
23 Field
24 Format

25 Table Access
26 Calling List
27 Campaign
28 Treatment
29 Filter
30 Time Zone
31 Voice Prompt
32 IVR Port
33 IVR
34 Alarm Condition
35 Business Attribute
36 Business Attribute Value
37 Objective Table
38 Campaign Group
39 GVP Reseller
40 GVP Customer
41 GVP IVR Profile
42 Scheduled Task
43 Role
44 Agent Login Info
45 DN Info
46 Service Info
47 Skill Level
48 Switch Access Code
49 DN Access Number
1017 Switch Access Code
1019 DN Access Number
1020 Application Rank
1021 Skill Level
1022 Agent Login Info
1023 DN Info
1024 Service Info
1025 Application Service Permission
1027 Sub code
1028 Interval Count
1029 Calling List Info
1030 Campaign Group Info
1031 Log Event
1032 Solution Component
1033 Cfg ID
1034 Cfg ACE
1035 Cfg ACL
1036 Server Host ID
1037 Server Version
1038 Connection Info
1040 Solution Component Definition
1041 Objective Table Record
1042 Update Package Record
1043 Library Link
1044 Object Resource
1045 Port Info
1046 Role Member

Group Type (540)

0 Unknown Group Type
1 Agent Group
2 Place Group
3 DN Group
4 Access Group

GCTI Record Type (543)

0 No Record Type
1 Unknown Record Type
2 General
3 Campaign Rescheduled
4 Personal Rescheduled
5 Personal CallBack
6 Campaign CallBack
7 No Call

GCTI Record Status (544)

0 No Record Status
1 Ready
2 Retrieved
3 Updated
4 Stale
5 Cancelled
6 Agent Error
7 Chain Updated
8 Missed CallBack
9 Chain Ready
10 Delegated

GCTI Contact Type (545)

0 No Contact Type
1 Home Phone
2 Direct Business Phone
3 Business With Extension
4 Mobile
5 Vacation Phone
6 Pager
7 Modem
8 Voice Mail
9 Pin Pager
10 E-Mail address
11 Instant Messaging

DN Register Flag (555)

0 Unknown Flag
1 False
2 True
3 On Demand

Enumerator Type (556)

0 Unknown
1 Interaction Operational Attribute
2 Role
3 Contact Attribute
4 Custom
5 GVP Master List
6 GVP Custom List
7 GVP Master Default
8 GVP Custom Default
9 GVP Alias