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Interaction Concentrator Deployment Guide

Sample Script for Custom Attached Data

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Sample Script for Custom Attached Data

This page presents a sample SQL script to create a custom dispatcher stored procedure—**gudCustDISP1** or **gudCustDISP2**—and a custom attached data storage table in your Interaction Database (IDB) schema.

The sample script in this appendix is for Microsoft SQL Server (MSSQL). After you install the Interaction Concentrator (ICON) application, sample scripts for each supported RDBMS type—**SampleProc_db_type.sql**—are available in the scripts subfolder in the directory to which you installed the application.

Tip

Carefully verify the syntax and operation of your modified **gudCustDISP1** or **gudCustDISP2** stored procedure. Any types of errors or RDBMS violations that the custom dispatcher stored procedure produces can affect ICON processing of all other attached data for voice calls and multimedia interactions.

The following MSSQL sample script illustrates how you can create a custom attached data storage table (G_SAMPLE_CUST_ADATA) and modify the **gudCustDISP1** or **gudCustDISP2** stored procedure in the **CoreProcedures_db_type.sql** script. The modified stored procedure stores arguments in the G_SAMPLE_CUST_ADATA table.

```
Sample Custom Dispatcher
/*=====*/
/* Table: G_SAMPLE_CUST_ADATA */
/*=====*/
create table G_SAMPLE_CUST_ADATA (
    ID                numeric(16)            identity,
    CALLID            varchar(50)            not null,
    CALL_TS           int                     not null,
    SWITCH_ID         int                     not null,
    TENANT_ID         int                     not null,
    C_INT_1           int                     null,
    C_INT_2           int                     null,
    ...
    C_INT_34          int                     null,
    C_STR_1           varchar(10)             null,
    C_STR_2           varchar(10)             null,
    ...
    C_STR_34          varchar(10)             null,
    GSYS_DOMAIN       int                     null,
    GSYS_PARTITION    int                     null,
    GSYS_SYS_ID       int                     null,
    GSYS_SEQ          bigint                  null,
    GSYS_USEQ         bigint                  null,
    GSYS_TS           datetime                null,
    GSYS_TC           int                     null,
    GSYS_EXT_VCH1     varchar(255)            null,
    GSYS_EXT_VCH2     varchar(255)            null,
    GSYS_EXT_INT1     int                     null,
    GSYS_EXT_INT2     int                     null,
```

```

    constraint PK_G_SAMPLE_CUST_ADATA primary key (ID)
)
go

/*=====*/
/* Index: IDX_G_SAMPLE_CDATA_TS */
/*=====*/
create index IDX_G_SAMPLE_CDATA_TS on G_SAMPLE_CUST_ADATA (
CALL_TS ASC
)
go

-- ===== --
-- Name:      -- gudCustDISP1 --
-- Group:    User data related procedures
-- Brief:    -- gudCustDISP DISPATCH --
-- ===== --
DROP PROCEDURE gudCustDISP1
go

CREATE PROCEDURE gudCustDISP1
    @GROUPID          INTEGER,
    @CALLID            VARCHAR(64),
    @P_CALL_TS        INTEGER,
    @SWITCHID          INTEGER,
    @TENANTID          INTEGER,
    @TS_S              INTEGER,
    @TS_MS             INTEGER,
    @P_STR_1           VARCHAR(255),
    @P_STR_2           VARCHAR(255),
    ...
    @P_STR_17          VARCHAR(255),
    @P_INT_1           INTEGER,
    @P_INT_2           INTEGER,
    ...
    @P_INT_17          INTEGER,
    @P_STR_RES1        VARCHAR(255),
    @P_STR_RES2        VARCHAR(255),
    @P_STR_RES3        VARCHAR(64),
    @P_STR_RES4        VARCHAR(255),
    @P_INT_RES1        INTEGER,
    ...
    @P_INT_RES7        INTEGER,
    @DOMAIN            INTEGER,
    @PARTITION         INTEGER,
    @SYS_ID            INTEGER,
    @SYS_SEQN          NUMERIC(20,0),
    @SYS_TS            DATETIME
AS
BEGIN
    -- Insert first portion in the long table --
    IF (@GROUPID = 1)
    BEGIN
        INSERT INTO G_SAMPLE_CUST_ADATA(
            CALLID,
            CALL_TS,
            SWITCH_ID,
            TENANT_ID,
            C_INT_1,
            C_INT_2,
            ...
            C_INT_17,

```

```
        C_STR_1,
        C_STR_2,
        ...
        C_STR_17,
        GSYS_DOMAIN,
        GSYS_PARTITION,
        GSYS_SYS_ID,
        GSYS_SEQ,
        GSYS_USEQ,
        GSYS_TS)
VALUES (
    @CALLID,
    @P_CALL_TS,
    @SWITCHID,
    @TENANTID,
    @P_INT_1,
    @P_INT_2,
    ...
    @P_INT_17,
    @P_STR_1,
    @P_STR_2,
    ...
    @P_STR_17,
    @DOMAIN,
    @PARTITION,
    @SYS_ID,
    @SYS_SEQN,
    0,
    @SYS_TS)

END

-- Update record and specify more fields --
ELSE
IF (@GROUPID = 2)
BEGIN
    UPDATE G_SAMPLE_CUST_ADATA SET
        C_INT_18 = @P_INT_1,
        ...
        C_INT_34 = @P_INT_17,
        C_STR_18 = @P_STR_1,
        C_STR_19 = @P_STR_2,
        ...
        C_STR_34 = @P_STR_17,
        GSYS_USEQ = @SYS_SEQN
    WHERE CALLID = @CALLID AND CALL_TS = @P_CALL_TS

END
END
go
```