



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Interaction Concentrator Physical Data Model for a DB2 Database

Custom States Schema

12/19/2025

Custom States Schema

3 tables, containing data related to user data attached to voice interactions.

Custom States Schema Diagram

G_CUSTOM_DATA_P			G_CUSTOM_DATA_S			G_CUSTOM_STATES		
ID	SUMSEQID	SAL	ID	SUMSEQID	SAL	ID	SUMSEQID	SAL
CallID	VARCHAR(50)		CallID	VARCHAR(50)		CallID	VARCHAR(50)	
PartyID	VARCHAR(50)		PartyID	VARCHAR(50)		PartyID	VARCHAR(50)	
PSEQ	INTEGER		PSEQ	INTEGER		PSEQ	INTEGER	
EndPseqID	INTEGER		EndPseqID	INTEGER		EndPseqID	INTEGER	
EndPseqIDN	VARCHAR(255)		EndPseqIDN	VARCHAR(255)		EndPseqIDN	VARCHAR(255)	
AgentID	INTEGER		AgentID	INTEGER		AgentID	INTEGER	
SubseqID	INTEGER		SubseqID	INTEGER		SubseqID	INTEGER	
TenandID	INTEGER		TenandID	INTEGER		TenandID	INTEGER	
Added	TIMESTAMP		StateCode	INTEGER		StateCode	INTEGER	
Added_N	INTEGER		Value	VARCHAR(255)		CUST_DATA_1	VARCHAR(128)	
Added_Nn4	INTEGER		Added	TIMESTAMP		CUST_DATA_2	VARCHAR(128)	
CUST_DATA_1	VARCHAR(128)		Added_N	INTEGER		CUST_DATA_3	VARCHAR(128)	
CUST_DATA_2	VARCHAR(128)		Added_Nn4	INTEGER		CUST_DATA_4	VARCHAR(128)	
CUST_DATA_3	VARCHAR(128)		OSYS_DOMAIN	INTEGER		CUST_DATA_5	VARCHAR(128)	
CUST_DATA_4	VARCHAR(128)		OSYS_PARTITION	INTEGER		CUST_DATA_6	VARCHAR(128)	
CUST_DATA_5	VARCHAR(128)		OSYS_SYS_ID	INTEGER		CUST_DATA_7	VARCHAR(128)	
CUST_DATA_6	VARCHAR(128)		OSYS_SEQ	BIGINT		CUST_DATA_8	VARCHAR(128)	
CUST_DATA_7	VARCHAR(128)		OSYS_USAGE	BIGINT		CUST_DATA_9	VARCHAR(128)	
CUST_DATA_8	VARCHAR(128)		OSYS_TS	TIMESTAMP		CUST_DATA_10	VARCHAR(128)	
CUST_DATA_9	VARCHAR(128)		OSYS_TC	INTEGER		CUST_DATA_11	VARCHAR(128)	
CUST_DATA_10	VARCHAR(128)		OSYS_EXT_VCH1	VARCHAR(255)		CUST_DATA_12	VARCHAR(128)	
CUST_DATA_11	VARCHAR(128)		OSYS_EXT_VCH2	VARCHAR(255)		CUST_DATA_13	VARCHAR(128)	
CUST_DATA_12	VARCHAR(128)		OSYS_EXT_INT1	INTEGER		CUST_DATA_14	VARCHAR(128)	
CUST_DATA_13	VARCHAR(128)		OSYS_EXT_INT2	INTEGER		CUST_DATA_15	VARCHAR(128)	
CUST_DATA_14	VARCHAR(128)					CUST_DATA_16	VARCHAR(128)	
CUST_DATA_15	VARCHAR(128)					CUST_DATA_17	VARCHAR(128)	
CUST_DATA_16	VARCHAR(128)					CUST_DATA_18	VARCHAR(128)	
CUST_DATA_17	VARCHAR(128)					CUST_DATA_19	VARCHAR(128)	
CUST_DATA_18	VARCHAR(128)					Added	TIMESTAMP	
CUST_DATA_19	VARCHAR(128)					Added_N	INTEGER	
OSYS_DOMAIN	INTEGER					Added_Nn4	INTEGER	
OSYS_PARTITION	INTEGER					Terminated	TIMESTAMP	
OSYS_SYS_ID	INTEGER					Terminated_N	INTEGER	
OSYS_SEQ	BIGINT					Terminated_Nn4	INTEGER	
OSYS_USAGE	BIGINT					OSYS_DOMAIN	INTEGER	
OSYS_TS	TIMESTAMP					OSYS_PARTITION	INTEGER	
OSYS_TC	INTEGER					OSYS_SYS_ID	INTEGER	
OSYS_EXT_VCH1	VARCHAR(255)					OSYS_SEQ	BIGINT	
OSYS_EXT_VCH2	VARCHAR(255)					OSYS_USAGE	BIGINT	
OSYS_EXT_INT1	INTEGER					OSYS_TS	TIMESTAMP	
OSYS_EXT_INT2	INTEGER					OSYS_TC	INTEGER	
						OSYS_EXT_VCH1	VARCHAR(255)	
						OSYS_EXT_VCH2	VARCHAR(255)	
						OSYS_EXT_INT1	INTEGER	
						OSYS_EXT_INT2	INTEGER	

Custom States Data Model Diagram View Large

List of Tables

Table	Description
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.
G_CUSTOM_DATA_S	This table records the changes to the user data that is associated with a voice call.
G_CUSTOM_STATES	This table contains detailed information about an agent's state changes during his or her login session.

List of Indexes

No indexes are defined.

List of References

No references defined.