Interaction Concentrator Physical Data Model for a DB2 Database

Data Source Session Control Schema

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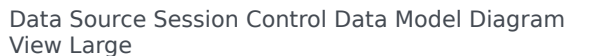
For information about when records are created and updated in the provider control tables, see the section in the *Interaction Concentrator User's Guide* about determining data availability and reliability.

Data Source Session Control Schema Diagram

Data Source Session Control Data Model Diagram
View Large

List of Tables

Table	Description
G_DSS_CFG_PROVIDER	The control table for the `cfg` role, which stores configuration-related information. The data source

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Table	Description
	is Configuration Server.
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.
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.
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).
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.

List of Indexes

No indexes are defined.

List of References

No references defined.