Interaction Concentrator Physical Data Model for a DB2 Database

Table GCX_AGENT_PLACE

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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.

Note: In a SIP Cluster environment, this table might not be populated because the objects about which this table typically stores information are not required. However, if the objects usually recorded in this table are created in the Configuration Layer, data about them appears in the table in the same way as in a non-Cluster environment.

> ### Tip
>
> To assist you in preparing supplementary documentation, click the following link to download a comma-separated text file containing information such as the data types and descriptions for all columns in this table: Download a CSV file.
>
> **Hint:** For easiest viewing, open the downloaded CSV file in Excel and adjust settings for column widths, text wrapping, and so on as desired. Depending on your browser and other system settings, you might need to save the file to your desktop first.

Column List

Legend

Column	Data Type	P	M	F	Description
ID	NUMERIC(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

Column	Data Type	P	M	F	Description
					PlaceID (the place).
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). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	TIMESTAMP				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	TIMESTAMP				The GMT-equivalent date and time when this association was removed.
GSYS_DOMAIN	INTEGER				Contains the data source session ID

Column	Data Type	P	M	F	Description
					(DSS_ID) for the session that was active when the data was processed by ICON. For more information, see the description in System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use
GSYS_SEQ	BIGINT				Insert Sequence. Not unique.
GSYS_USEQ	BIGINT				Update Sequence. Not unique.
GSYS_TS	TIMESTAMP				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR(255)				Reserved
GSYS_EXT_VCH2	VARCHAR(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

Column	Data Type	P	M	F	Description
					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

Column	Data Type	P	M	F	Description
					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.