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Interaction Concentrator Physical Data Model for a DB2 Database

Table GM_L_USERDATA

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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.

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.
CALLID	VARCHAR(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	VARCHAR(255)				The value of the user-defined key that corresponds to the mcr-suggested-response field

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Column	Data Type	P	M	F	Description
					attribute in the attached data specification file.
G_A_RESPONSE	VARCHAR(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	VARCHAR(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	VARCHAR(128)				The value of event attribute attr_reason_system_name .
G_UCS_CONTACT_ID	VARCHAR(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	VARCHAR(255)				Reserved for future use.
G_RESERVED2	VARCHAR(255)				Reserved for future use.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for

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Column	Data Type	P	M	F	Description
					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				Key used for partitioning.
GSYS_SYS_ID	INTEGER				The DBID of the ICON instance that created this record.
GSYS_SEQ	BIGINT				Insert Sequence. Not unique.
GSYS_USEQ	BIGINT				Update Sequence. Not unique.
GSYS_TS	TIMESTAMP				Reserved for future use.
GSYS_TC	INTEGER				Reserved for future use.
GSYS_EXT_VCH1	VARCHAR(255)				<p>The name of the party that issued a request to stop an interaction processing. One of the following values:</p> <ul style="list-style-type: none"> Empty string—An empty string is reported instead of the name when no information

Table GM_L_USERDATA

Column	Data Type	P	M	F	Description
					<p>is available about the party that requested to stop interaction processing. (GYS_EXT_INT1 field is set to 0.)</p> <ul style="list-style-type: none">• 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

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Column	Data Type	P	M	F	Description
					<p>issued a request to stop an interaction processing has not provided the employee ID at login. (GYS_EXT_INT1 field is set to 3.)</p> <ul style="list-style-type: none"> 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	VARCHAR(255)				<p>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:</p> <ul style="list-style-type: none"> 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

Table GM_L_USERDATA

Column	Data Type	P	M	F	Description
					media server or unknown.
GSYS_EXT_INT1	INTEGER				<p>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:</p> <ul style="list-style-type: none"> • 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

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Column	Data Type	P	M	F	Description
					<p>an agent request, and the agent is identified by the place of login.</p> <ul style="list-style-type: none">• 4—media server—An application that handles open media interactions issued a request to stop an interaction processing. <p>#DICTIONARY TYPE 88</p>
GSYS_EXT_INT2	INTEGER				Integer value of the timestamp from the last TEvent that caused the record update.