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Interaction Concentrator Physical Data Model for a DB2 Database

Table GO_Metrics

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This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.

Refer to [Integration with Outbound Contact](#) in the *Interaction Concentrator User's Guide* for a description of the pre-calculated metrics that ICON stores for OCS.

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 this record. This is the primary key.
SessID	VARCHAR(64)				The unique identifier of the Campaign processing attempt. If a campaign has been unloaded and then reloaded, OCS assigns a new SessionGUID. Same as

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Column	Data Type	P	M	F	Description
					GO_CAMPAIGN.SESSID.
CallingListID	INTEGER				The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing. Same as GO_CHAIN.CALLINGLISTID.
ChainGUID	VARCHAR(64)				The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot be changed during chain processing. Same as GO_CHAIN.CHAINGUID.
CallAttID	VARCHAR(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt. Same as GO_CHAIN.LASTCALLATTID.
OCSID	INTEGER				The DBID of the configured OCS application that reported activity related to this metric.
RecordHandle	INTEGER				The RecordHandle of the record that OCS used in the last chain processing attempt. Same

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Column	Data Type	P	M	F	Description
					as GO_CHAIN.RECORDHANDLE.
ResID1	VARCHAR(64)				Reserved
ResID2	VARCHAR(64)				Reserved
Type	INTEGER		X		<p>The type of metric. One of the following values:</p> <ul style="list-style-type: none"> • 0—GOMetricTypeUndefined • 1—GOMetricTotalRecsPerList number of physical records in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter). • 2—GOMetricTotalRecsPerCampaign number of physical records in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group. • 3—GOMetricTotalChainsPerList number of logical chains in the calling list database

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Column	Data Type	P	M	F	Description
					<p>view (that is, the database table + an optional WHERE clause from the dialing filter). A logical chain is defined as one or more database table records bearing the same Chain ID value.</p> <ul style="list-style-type: none">• 4—GOMetricTotalChainsPer number of logical chains in all database views (see above) whose calling lists are assigned to the campaign participating in the campaign group.• 5—GOMetricCurrRecsNotPr number of physical records in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter) which

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Column	Data Type	P	M	F	Description
					<p>have type GENERAL and status READ.</p> <ul style="list-style-type: none">• 6—GOMetricCurrRecsNotPr number of physical records in all database views (see above) which have type GENERAL and status READY, whose calling lists are assigned to the campaign participating in the campaign group.• 7—GOMetricCurrChainsNot number of logical chains in the calling list database view (that is, the database table + an optional WHERE clause from the dialing filter) where at least one record of the chain has type GENERAL and status READY. Logical chain is

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Column	Data Type	P	M	F	Description
					<p>defined as one or more database table records bearing the same Chain ID value.</p> <ul style="list-style-type: none">• 8—GOMetricCurrChainsNot number of logical chains in all database views (see above) where at least 1 record of the chain has type GENERAL and status READY, and whose calling lists are assigned to the campaign participating in the campaign group.• 9—GOMetricCurrUsedPorts number of busy (currently occupied for placing outbound calls) CPD Server ports or Switch call classifier ports.• 10—GOMetricCurrUsedEngP number of ports used by engaged

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Column	Data Type	P	M	F	Description
					<p>calls placed by CPD Server. Calculated only for campaign groups activated in ASM dialing modes with CPD Server.</p> <ul style="list-style-type: none">• 1 1—GOMetricDetailCallsOver metric shows that the given call is considered to be overdialed by Outbound Dialing Engine.• 1 2—GOMetricTimeOutbound Duration (in msec). Calculated by OCS for each outbound call.• 1 3—GOMetricTimeOutbound Transfer Duration (in msec). Calculated by OCS for each outbound call.• 1 4—GOMetricTimeOutbound connect Call Progress Detection Duration (in msec).

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Column	Data Type	P	M	F	Description
					<p>Calculated by OCS for each outbound call.</p> <p>#DICTIONARY TYPE 77</p>
Value	INTEGER		X		The OCS-provided value for the corresponding statistic type.
Seq	INTEGER				The sequence number of the metric for the same object.
USeq	INTEGER				Reserved
Added	TIMESTAMP		X		The GMT-equivalent date and time when the value of the metric was reported by OCS.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field. Milliseconds are truncated.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for the session that was active when the data was processed by ICON. For more information,

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Column	Data Type	P	M	F	Description
					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				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				Reserved
GSYS_EXT_INT2	INTEGER				Reserved