Interaction Concentrator Physical Data Model for a DB2 Database

Table GO_Record

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Table GO_Record

This table contains information about the content of the records as reported by OCS (mandatory fields only). Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.

For a description of each mandatory field, refer to the Outbound Contact Server documentation set.

> ### 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 in the table. This is the primary key.
ChainGUID	VARCHAR(64)			X	The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot to be changed during chain processing. Same as

Column	Data Type	P	M	F	Description
					GO_CHAIN.CHAINGUID.
RecordHandle	INTEGER		X		The record handle taken from the record of this custom field.
M_chain_id	INTEGER		X		The unique identification number of the chain to which the record belongs.
M_chain_n	INTEGER		X		The unique identification number of the record within the chain.
M_agent_id	VARCHAR(128)				The login identifier of the agent who handled the record.
M_attempt	INTEGER				The number of attempts to process the record.
M_call_result	INTEGER				Final outcome of the record processing. Refer to the "Call Result Types" table in the *Outbound Contact Reference Manual* for additional information.
M_call_time	INTEGER				Latest date and time the record has been processed (dialed), in UTC format.
M_daily_from	INTEGER				Earliest time of the day when a customer can be contacted (seconds since midnight).

Column	Data Type	P	M	F	Description
M_daily_till	INTEGER				Latest time of the day when a customer can be contacted (seconds since midnight).
M_dial_sched_time	INTEGER				Date and time for which the processing of the record has been scheduled or rescheduled, in UTC format.
M_contact_info	VARCHAR(128)				The customer's contact information, which is the phone number in the voice campaign.
M_contact_infotype	INTEGER				Type of contact information, phone type in the voice campaign. Refer to the "Contact Information Types" table in the *Outbound Contact Reference Manual* for additional information.
M_record_id	INTEGER				The unique identification number of a calling record.
M_record_status	INTEGER		X		The current status of the record. Refer to the "Record Statuses" table in the *Outbound Contact Reference Manual* for additional information.
M_record_type	INTEGER		X		The type of the

Column	Data Type	P	M	F	Description
					record. Refer to the "Record Types" table in the *Outbound Contact Reference Manual* for additional information.
M_tz_dbid	INTEGER		X		The configuration DBID of the time zone object associated with the calling record.
M_app_id	INTEGER				Reserved for future use.
M_campaign_id	INTEGER		X		The configuration DBID of the Outbound Dialing Campaign as a part of which the record has been processed.
M_email_subject	VARCHAR(255)				Reserved for future use.
M_email_templateID	INTEGER				Reserved for future use.
M_group_id	INTEGER		X		Reserved for future use.
M_media_ref	INTEGER				Reserved for future use.
M_switch_id	INTEGER				The DBID of the switch where the agent who handled the record logged in.
M_treatments	VARCHAR(255)				Treatments application history. For more information, refer to the "Treatments"

Column	Data Type	P	M	F	Description
					chapter in the *Outbound Contact Deployment Guide*.
LastChainUpdSeq	INTEGER				Same as GO_CHAINREC_HIST.SEQ.
LastChanged	TIMESTAMP				The GMT-equivalent date and time when the change to any mandatory field in the record was reported by OCS. This is taken from the Outbound Contact Server event.
LastChanged_ts	INTEGER				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	INTEGER				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
Loaded	TIMESTAMP		X		The GMT-equivalent date and time when the record taken from this field was loaded by OCS.
Loaded_ts	INTEGER				The UTC-equivalent value of the LOADED field. Milliseconds are truncated.
Loaded_tcode	INTEGER				A reference,

Column	Data Type	P	M	F	Description
					derived from the value of the LOADED_TS field, to a record in the G_TIMECODE table.
Unloaded	TIMESTAMP				The GMT-equivalent date and time when the record taken from this field was unloaded by OCS.
Unloaded_ts	INTEGER				The UTC-equivalent value of the UNLOADED field. Milliseconds are truncated.
Unloaded_tcode	INTEGER				A reference, derived from the value of the UNLOADED_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, see the description in System Fields (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	INTEGER				Key used for

Column	Data Type	P	M	F	Description
					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