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Interaction Concentrator Physical Data Model for a DB2 Database

Table GS_AGENT_STAT

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This table contains the duration of agent state metrics. The unique identifier of the record is the combination of the LoginSessionID, EndPointID, and QueueID fields. Whether ICON writes to this table is determined by the setting of one or more configuration options in the [filter-data] section.

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.
LoginSessionID	VARCHAR(50)		X		The agent's login session ID (GUID). Same as G_LOGIN_SESSION.LOGINSESS
EndPointID	INTEGER		X		The DBID of the agent's endpoint (DN) configuration object. This value is 0 for interactions originating from Interaction Server. In a SIP

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Column	Data Type	P	M	F	Description
					Cluster environment, the value for this field is 0.
QueueID	INTEGER				The DBID of the queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentID	INTEGER				The DBID of the agent (Person) configuration object in Configuration Server. This value is NULL if a Person object is not configured.
Duration_Ready	INTEGER		X		The duration of the agent's Ready state, in seconds, during the agent's login session.
DurationNotReady	INTEGER				The duration of the agent's NotReady state, in seconds, during the agent's login session.
DurationACW	INTEGER				The duration of the agent's ACW state, in seconds, during the agent's login session.
DurationBusy	INTEGER		X		The duration of the agent's

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Column	Data Type	P	M	F	Description
					Busy state, in seconds, during the agent's login session.
LastChange	TIMESTAMP				The GMT-equivalent date and time when the record was created or updated. This is taken from the T-Server event that generates the update for this metric. If the update of the agent's metrics during login session is disabled, this value will always hold the same value as that in the ADDED field.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
Added	TIMESTAMP		X		The GMT-equivalent date and time when the record was inserted. This is taken from the last event related to the agent's login session.

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Column	Data Type	P	M	F	Description
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value in 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, 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)				A string value with the name of the media type for a 3rd Party Media

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Column	Data Type	P	M	F	Description
					<p>interaction, as reported by Interaction Server.</p> <p>When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—open media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.</p>
GSYS_EXT_VCH2	VARCHAR(255)				Reserved
GSYS_EXT_INT1	INTEGER				<p>The media type of this interaction. One of the following values:</p> <ul style="list-style-type: none"> • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. <p>#DICTIONARY TYPE 6</p>
GSYS_EXT_INT2	INTEGER				Reserved