Interaction Concentrator Physical Data Model for a DB2 Database

Table G_SECURE_USERDATA_HISTORY

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Table G_SECURE_USERDATA_HISTORY

This table records the changes in the UserData attribute of TEvents associated with voice calls, the UserData attribute of Interaction Server events for all types of multimedia interactions, and the isOnline attribute of events associated with chat sessions. In addition, ICON may record the change history of the Reasons and Extensions attributes of voice interactions as well as any other attributes of an interaction that are not recorded in the G_CALL_HISTORY and the G_PARTY_HISTORY table, if configured to gather data from T-Server or Interaction Server.

One prerequisite is that ICON must be able to determine that such data is associated with a specific interaction and that this association is known at runtime. ICON's writing to this table is also 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(19)	X	X		The unique, autonumbered ID of this record. This is the primary key.
CallID	VARCHAR(50)		X		This field points to the record in the G_CALL table that represents the call to which the data is attached.

Column	Data Type	P	M	F	Description
PartyID	VARCHAR(50)				This field points to the record in the G_PARTY table that represents the last party, associated with the interaction or endpoint, who added, changed, or deleted the data. Any one of the following attributes can be the source of attached data: • AttributeUserData • AttributeExtensions • AttributeReason With a change in the data in AttributeUserData and upon receipt of AttachedDataChangedEvent, then PartyID is defined by the ThirdPartyDN attribute, if any exists. Otherwise, this field is empty.
EndPointID	INTEGER				This field contains the DBID of the endpoint where data was added, changed, or deleted. If the data was taken from the event that caused the creation of the respective call, then this is the first party that created in the call. If the data was taken from the AttachedDataChangedEvent, then the party

Column	Data Type	P	M	F	Description
					is defined by the ThirdPartyDN attribute, if any exist. Otherwise, this is the party that is defined by the ThisDN attribute (if any). For the rest of changes, the party is defined by the ThisDN attribute. In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.
EndPointDN	VARCHAR(255)				The device number that is associated with the data.
AgentID	INTEGER				This field contains the DBID of the agent who changed the data. This is the agent who logged into the endpoint that is associated with the data change (if this information is available in the run time).
SwitchID	INTEGER				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL,

Column	Data Type	P	M	F	Description
					then so is the field SwitchID, and vice versa.
KeyName	VARCHAR(64)		X		This is the KeyName field. It records the name of the user data key that changed its value. The user determines which keys should be recorded by specifying them in ICON's configuration of user data.
ChangeType	INTEGER		X		This field specifies the type of change that caused the record to appear in the table. One of the following values: • 1—Created–The value of the key has been attached to the call at the moment the call was created. If this is true, then both the OldCharValue and the OldIntValue fields have the value NULL. • 2—Added–The value of the key that has just been

Column	Data Type	P	M	F	Description
					added. If this is true, then both the OldCharValue and the OldIntValue fields have the value: NULL • 3—Updated–The value of the key has changed. If this is true, then either the OldCharValue or the OldIntValue field (depending of the data type) contains the previous value of the key. • 4—Deleted–The key has been deleted from the user data. If this is true, then both the CharValue and the IntValue fields are equal to NULL, and the OldCharValue or the OldIntValue field (depending of data type) contains

Column	Data Type	P	M	F	Description
					the last value of the key. • 5—Terminated–The value of the key at the call termination. #DICTIONARY TYPE 19
KSeq	INTEGER		X		The sequential number of the change of the value of the specific key associated with the call. The changes of a key are numbered separately for every call that the key is associated with. Numbering starts with 1.
CSEQ	INTEGER		X		The actual CSEQ in the call scope at the moment ICON is processing this data record. It should be consistent with the CSeq value in the G_PARTY_HISTORY table. For additional information, refer to the description of the CSeq field in the G_PARTY_HISTORY table.
Type	INTEGER		X		The type of the data source: extensions,

Column	Data Type	P	M	F	Description
					reasons, or attached (user) data. One of the following values: • 1—userdata • 2—reasons • 3—extensions • 4—attributes (reserved for future use) • 5—mcr_workbin #DICTIONARY TYPE 20
KEYID	INTEGER		X		The ID of the key name, as defined in the attached data specification file (**adata_spec.xml**). Valid values for the KeyID are bigger than 10000 but smaller than 100000. If the KeyID is not defined, the value of this field is zero (0). The KeyID is not unique: different KeyNames can have the same KeyID. You can use the KeyID to build indexes to improve data querying by downstream reporting applications. ICON hardcodes KeyIDs for the

Column	Data Type	P	M	F	Description
					following attributes from Interaction Server events: • 9995—attr_is_online • 9996—attr_itx_agent_id • 9997—attr_itx_group_id • 9998—attr_itx_place_id • 9999—attr_itx_place_group
Value	VARCHAR(1024)				For voice interactions, this field contains the value of the key in character format. For chat interactions, ICON writes the value of the isOnline attribute of the triggering event from Interaction Server. One of the following: • 0—Chat session has been stopped. • 1—Chat session is alive. For all types of interactions, ICON stores in this field UserData values for certain keys.
Added	TIMESTAMP				The GMT-equivalent date and time when the key was changed as inherited from T-Server (or other data provider).
Added_ts	INTEGER				This UTC-

Column	Data Type	P	M	F	Description
					equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from 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)				Reserved
GSYS_EXT_VCH2	VARCHAR(255)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved