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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

[Document Change History](#)

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Document Change History

This section lists content that is new or that has changed significantly since the first release of this document. The most recent changes appear first.

New in Version 8.1.514.56

The size of the following columns has been increased from 255 to 4000 characters in Microsoft SQL Server, Oracle, and PostgreSQL deployments.

- `GO_Custom_Fields.Value`
- `GO_FieldHist.OldValue`
- `GO_FieldHist.NewValue`
- `GO_Secure_Fields.Value`
- `GO_Sec_FieldHist.OldValue`
- `GO_Sec_FieldHist.NewValue`

New in Version 8.1.514.47

The size of the `GC_GROUP.Script` column has been increased from 255 to 1024 characters in Microsoft SQL Server, Oracle, and PostgreSQL deployments.

New in Version 8.1.514.08

The following indexes have been added:

- `G_AGENT_STATE_HISTORY`
 - `IDX_G_AGENT_STATE_H_PID_TYPE`
 - `IDX_G_AGENT_STATE_H_LSID_LSEQ`
- `G_PARTY`
 - `IDX_G_PARTY_GE_INT_CID`

New in Document Version 8.1.512.00

- The field lengths in the following fields for all supported RDBMSs have been increased to accommodate longer values:
 - The datatype for the `G_SUBJECT` in the `GM_F_USERDATA` table has the following changes:
 - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from `varchar(255)` to `varchar(1024)`.
 - For Oracle RDBMSs, changed from `VARCHAR2(255)` to `VARCHAR2(1024)`.

- For multi-language Microsoft SQL RDBMSs, changed from nvarchar(255) to nvarchar(1024).
- The datatype for the VALUE field in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables has the following changes:
 - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from varchar(255) to varchar(1024)
 - For Oracle RDBMSs, changed from VARCHAR2(255) to VARCHAR2(1024).
- The datatype for all of the CNT_* fields in the G_CALL_STAT and G_PARTY_STAT tables have been changed from SMALLINT to INTEGER (or, for Microsoft SQL databases, to int).
- Corrected the description of the Seq field in the G_AGENT_STATE_HISTORY table description.
- Corrected the dictionary field value from 0 to NULL for G_DICTIONARY types 17, 71, and 73 and made the corresponding update in the following tables:
 - G_AGENT_STATE_HISTORY table, PENDINGSTATE field
 - GO_Campaign table, INTERNALREASON field
 - GO_CampaignHistory table, PREVSTATE field
 - G_LOGIN_SESSION table, AGENTID and LOGINID fields
 - GX_SESSION_ENDPOINT table, QUEUEUTYPE field
 - GS_AGENT_STAT_WM table, AGENTID field
 - GS_AGENT_STAT table, AGENTID field
- Removed the value 12 - reason_code - records of this type track changes of reason codes of agent's state (when agent's state and workmode remain the same) from G_DICTIONARY type 13 and also from the dictionary value list in the TYPE field of the G_AGENT_STATE_HISTORY table.
- Corrected the value in the GSYS_EXT_VCH1 field of the G_PARTY_HISTORY table for SIP Server environments.
- Corrected the description for the value 1 in the GSYS_EXT_INT1 field of the G_PARTY_HISTORY table.
- Corrected the description of the values stored for voice and for multimedia interactions in the CSEQ field of the G_PARTY_HISTORY table.