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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Active Call and Active Interaction Schema

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Active Call and Active Interaction Schema

The tables in this schema contain data regarding calls and interactions that are currently active. When ICON detects a new call or interaction, it adds a new record to the corresponding table. When a call or interaction is terminated by ICON, the record for that call or interaction is deleted from the table.

To resolve stuck calls and interactions efficiently, the data in these tables is read whenever ICON starts. At that time, all calls and interactions still in the tables are marked as terminated, which also removes them from the Active Call and Active Interaction tables.

Active Call and Active Interaction Schema Diagram

G_CALL_ACTIVE			G_IR_ACTIVE		
ID	bigint	pk	ID	bigint	pk
CallID	varchar(50)		IRID	varchar(50)	
ParentCallID	varchar(50)		State	int	
MergeCallID	varchar(50)		ParentIRID	varchar(50)	
MergeType	int		ParentLinkType	int	
ConnID	varchar(50)		RootCallID	varchar(50)	
ConnIDnum	numeric(20)		RootIRID	varchar(50)	
SwitchCallID	int		MergeState	int	
IRID	varchar(50)		Created	datetime	
RootIRID	varchar(50)		Created_ts	int	
State	int		Created_tcode	int	
CallType	int		Terminated	datetime	
MediaType	int		Terminated_ts	int	
SwitchID	int		Terminated_tcode	int	
TenantID	int		GSYS_DOMAIN	int	
CallANI	varchar(50)		GSYS_PARTITION	int	
CallDNIS	varchar(50)		GSYS_SYS_ID	int	
Created	datetime		GSYS_SEQ	bigint	
Created_ts	int		GSYS_USEQ	bigint	
Created_tcode	int		GSYS_TS	datetime	
Terminated	datetime		GSYS_TC	int	
Terminated_ts	int		GSYS_EXT_VCH1	varchar(255)	
Terminated_tcode	int		GSYS_EXT_VCH2	varchar(255)	
GSYS_DOMAIN	int		GSYS_EXT_INT1	bigint	
GSYS_PARTITION	int		GSYS_EXT_INT2	bigint	
GSYS_SYS_ID	int		GSYS_MSEQ	bigint	
GSYS_SEQ	bigint		GSYS_MSEQ_TS	datetime	
GSYS_USEQ	bigint				
GSYS_TS	datetime				
GSYS_TC	int				
GSYS_EXT_VCH1	varchar(255)				
GSYS_EXT_VCH2	varchar(255)				
GSYS_EXT_INT1	bigint				
GSYS_EXT_INT2	bigint				

Active Call and Active Interaction Data Model
Diagram View Large

List of Tables

Table	Description
G_CALL_ACTIVE	This table contains information regarding the latest state of the interaction, according to information

Table	Description
	received from either the T-Server or Interaction Server applications.
G_IR_ACTIVE	This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.

List of Indexes

Table	Index Name	U	C
G_CALL_ACTIVE	IDX_G_CALL_A_CID	X	
G_IR_ACTIVE	IDX_G_IR_A_IRID	X	

List of References

No references defined.