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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Custom States Schema

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Custom States Schema

3 tables, containing data related to user data attached to voice interactions.

Custom States Schema Diagram

G_CUSTOM_DATA_P	G_CUSTOM_DATA_S	G_CUSTOM_STATES
ID CallID PartyID PSEQ EndPointID EndPointN AgentID SubseqID TenantID Added Added_N Added_Insts CUST_DATA_1 CUST_DATA_2 CUST_DATA_3 CUST_DATA_4 CUST_DATA_5 CUST_DATA_6 CUST_DATA_7 CUST_DATA_8 CUST_DATA_9 CUST_DATA_10 CUST_DATA_11 CUST_DATA_12 CUST_DATA_13 CUST_DATA_14 CUST_DATA_15 CUST_DATA_16 CUST_DATA_17 CUST_DATA_18 CUST_DATA_19 OSYS_DOMAIN OSYS_PARTITION OSYS_SEQ OSYS_USEQ OSYS_TS OSYS_TC OSYS_EXT_VCH1 OSYS_EXT_VCH2 OSYS_EXT_INT1 OSYS_EXT_INT2	ID CallID PartyID PSEQ EndPointID EndPointN AgentID SubseqID TenantID KeyName Value Added Added_N Added_Insts OSYS_PARTITION OSYS_SEQ OSYS_USEQ OSYS_TS OSYS_TC OSYS_EXT_VCH1 OSYS_EXT_VCH2 OSYS_EXT_INT1 OSYS_EXT_INT2	ID CallID PartyID PSEQ EndPointID EndPointN AgentID SubseqID TenantID StateCode CUST_DATA_1 CUST_DATA_2 CUST_DATA_3 CUST_DATA_4 CUST_DATA_5 CUST_DATA_6 CUST_DATA_7 CUST_DATA_8 CUST_DATA_9 CUST_DATA_10 CUST_DATA_11 CUST_DATA_12 CUST_DATA_13 CUST_DATA_14 CUST_DATA_15 CUST_DATA_16 CUST_DATA_17 CUST_DATA_18 CUST_DATA_19 Added Added_N Added_Insts Terminated Terminated_N Terminated_Insts OSYS_DOMAIN OSYS_PARTITION OSYS_SEQ OSYS_USEQ OSYS_TS OSYS_TC OSYS_EXT_VCH1 OSYS_EXT_VCH2 OSYS_EXT_INT1 OSYS_EXT_INT2

Custom States Data Model Diagram View Large

List of Tables

Table	Description
G_CUSTOM_DATA_P	This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEvents.
G_CUSTOM_DATA_S	This table records the changes to the user data that is associated with a voice call.
G_CUSTOM_STATES	This table contains detailed information about an agent's state changes during his or her login session.

List of Indexes

No indexes are defined.

List of References

No references defined.