GENESYS™

Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Virtual Queue Schema

12/15/2025

Virtual Queue Schema

1 table, containing data related to virtual queues in call processing.

Virtual Queue Schema Diagram

G_VIRTUAL_QUEUE		
ID	numeric(16)	<pk>
VQID	varchar(50)	
VQDN	varchar(255)	
VQDNID	int	
VQSwitchID	int	
OrigCallID	varchar(50)	
OrigSwitchID	int	
OrigDNType	int	
OrigDN	varchar(255)	
OrigDNID	int	
OrigObjType	int	
TargetCallID	varchar(50)	
TargetSwitchID	int	
TargetDNType	int	
TargetDN	varchar(255)	
TargetDNID	int	
TargetObjType	int	
DistCallID	varchar(50)	
DistSwitchID	int	
DistDNType	int	
DistDN	varchar(255)	
DistDNID	int	
DistObjType	int	
VQExtVCH1	varchar(50)	
VQExtVCH2	varchar(50)	
Status	int	
Cause	int	
Created	datetime	
Created_ts	int	
Created_tcode	int	
Terminated	datetime	
Terminated_ts	int	
Terminated_tcode	int	

Virtual Queue Data Model Diagram
View Large

List of Tables

Table	Description
G_VIRTUAL_QUEUE	This table contains information about the use of virtual queues in interaction processing, according to the data passed from the Universal Routing

Table	Description
	Server through the T-Server application.

List of Indexes

Table	Index Name	U	C
G_VIRTUAL_QUEUE	IDX_G_VQUEUE_VQID	X	

List of References

No references defined.