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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table GCX_GROUP_AGENT

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This table stores information about the associations between agents and agent groups, including terminated associations, such as when an agent is removed from an agent group.

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(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	int		X	X	The DBID of the Agent Group object that is associated with AgentID (a Person object).
AgentID	int		X	X	The DBID of the Person object (the agent) that is associated with GroupID (the agent group).
Status	int		X		The status of the object

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Column	Data Type	P	M	F	Description
					described by the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	datetime				The GMT-equivalent date and time when the record was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	datetime				The GMT-equivalent date and time when the association was deleted.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference,

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Column	Data Type	P	M	F	Description
					derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	int				The UTC-equivalent value of the DELETED field.
Deleted_tcode	int				A reference, derived from the value in the DELETED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	int				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	int				A key that is used for partitioning.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not

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Column	Data Type	P	M	F	Description
					unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of

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Column	Data Type	P	M	F	Description
					the time when configuration data was requested from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	int				Reserved