

## **GENESYS**

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# Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table GC TREATMENT

### Table GC\_TREATMENT

This table stores information about the configuration of Treatment objects.

#### 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	Р	М	F	Description
ID	int	X	X		The DBID of the Treatment object. This is the primary key.
Name	varchar(255)		X		The name of the object.
TenantID	int		Х	X	The DBID of the Tenant to which this object belongs.
FolderID	int				The DBID of the Folder for the object.
Description	varchar(255)				Free format description.
CallResult	int		Х		The call result related to this treatment. This corresponds to the GctiCallState

Column	Data Type	Р	M	F	Description
					enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 518
RecActionCode	int				The record action code. Corresponds to the CfgRecActionCode enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 519
Attempts	int				The attempt number to which the action should be performed.
DateTime	int				The GMT- equivalent date and time when another attempt must be applied to a DN.
CycleAttempt	int				The maximum number of sequential attempts for which the

Column	Data Type	Р	M	F	Description
					treatment can be applied to a DN.
Interval	int				The time interval, in minutes, between attempts.
Increment_	int				The time in interval, in minutes, before the next treatment attempt.
CallActionCode	int				The call action code. This corresponds to the CfgCallActionCode enumeration in Configuration Server. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).  #DICTIONARY TYPE 520
Range	int				The parameter that defines a time range.
DestDNID	int			X	The DBID of the DN to which the call with this call result will be forwarded or routed.
State	int		X		The object state. This corresponds to the CfgObjectState enumeration in Configuration Server. One of

the following values:  • 0—Unknown. Reserved for when ICON is unable to determine object state.  • 1—Enabled.  • 2—Disabled.  #DICTIONARY TYPE 500  The status of the record. One of the following values:  • 0—The status is unknown.	Column	Data Type	Р	M	F	Description
The status of the record. One of the following values:  • 0—The status is unknown.						values:  • 0—Unknown. Reserved for when ICON is unable to determine object state.  • 1—Enabled.  • 2—Disabled.
Reserved for when ICON is unable to determine record status.  Status int X • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 • 0—Synchronization is in progress for an active record.  #DICTIONARY TYPE 24	Status			X		The status of 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.
Created datetime The GMT-	Created	datetime				The GMT- equivalent

Column	Data Type	Р	M	F	Description
					date and time when the object was written to IDB. This is not necessarily the actual creation time of the object.
Deleted	datetime				The GMT- equivalent date and time when this object was removed.
LastChange	datetime				The GMT- equivalent date and time when the object was last changed (including object creation or removal).
Created_ts	int				The UTC- equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of 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 of the DELETED_TS field, to a record in the G_TIMECODE table.
LastChange_ts	int				The UTC- equivalent

Column	Data Type	Р	M	F	Description
					value of the LASTCHANGE field.
LastChange_tcod	eint				A reference, derived from the value of the LASTCHANGE_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 unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1					Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				A flag indicating the

Column	Data Type	Р	M	F	Description
					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 synchronizatio
					• 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server; either during the

Column	Data Type	Р	M	F	Description
					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