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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table GM_F_USERDATA

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This table contains information about predefined logical keys in the attached data of multimedia interactions. The data store in this table corresponds to the data available after interaction creation.

If a multimedia interaction was created in the past and has been restored, and if the **om-force-adata** configuration option for the ICON application has been set to `true`, this table also stores a snapshot of UserData that corresponds to the interaction-related data.

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 the record. This is the primary key.
CALLID	varchar(50)		X		The Multimedia interaction ID having the same value as that stored in the CALLID field of the G_CALL table.
G_FROM_NAME	varchar(255)				The value of the From Name logical key, or the value of

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Column	Data Type	P	M	F	Description
					the user-defined key that corresponds to the mcr-from-name field attribute in the attached data specification file.
G_CALLED_BACK	varchar(255)				The value of the user-defined key that corresponds to the mcr-called-back field attribute in the attached data specification file.
G_SUBJECT	varchar(1024)				The value of the Subject logical key, or the value of the user-defined key that corresponds to the mcr-subject field attribute in the attached data specification file.
G_ORIGIN_SOURCE	varchar(128)				The value of the Origination Source logical key, or the value of the user-defined key that corresponds to the mcr-origin-source field attribute in the attached data specification file.
G_FROM_ADDRESS	varchar(255)				The value of the From Email Address logical

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Column	Data Type	P	M	F	Description
					key, or the value of the user-defined key that corresponds to the mcr-from-address field attribute in the attached data specification file.
G_SUB_TYPE	varchar(255)				The value of event attribute attr_itx_subtype.
G_RECEIVED_D	datetime				The GMT-equivalent time when the multimedia interaction was received.
G_RECEIVED_TS	int				The UTC-equivalent value of the G_RECEIVED_D field.
G_RECEIVED_TCODE	int				A reference, derived from the value of the G_RECEIVED_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).

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Column	Data Type	P	M	F	Description
					respectively).
GSYS_PARTITION	int				A key that is used for partitioning.
GSYS_SYS_ID	int				The DBID of the ICON instance that created this record.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved for future use.
GSYS_TC	int				Reserved for future use.
GSYS_EXT_VCH1	varchar(255)				Reserved for future use.
GSYS_EXT_VCH2	varchar(255)				Reserved for future use.
GSYS_EXT_INT1	int				Integer value of timestamp from last TEvents that cause record update.
GSYS_EXT_INT2	int				Reserved for future use.
G_RESERVED1	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-1 field attribute in the attached data specification file.
G_RESERVED2	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-2

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Column	Data Type	P	M	F	Description
					field attribute in the attached data specification file.
G_RESERVED3	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-3 field attribute in the attached data specification file.
G_RESERVED4	varchar(255)				The value of the user-defined key that corresponds to the mcr-reserved-4 field attribute in the attached data specification file.
