GENESYS™

Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table GO_Chain

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Table GO_Chain

This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.

Refer to Outbound Objects and Models in the *Interaction Concentrator User's Guide* for a graphic illustrating the Genesys Chain Finite State Machine.

> ## 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.
ChainGUID	varchar(64)		X		The unique identifier of the chain processing attempt, as reported by OCS. This ID cannot be changed during chain processing. Same as GO_CHAIN.CHAINGUID.

Table GO_Chain

Column	Data Type	P	M	F	Description
ParentGUID	varchar(64)				Reserved for future use.
SessID	varchar(64)		X	X	The unique identifier of the Campaign processing attempt. See GO_CAMPAIGN.SessID for details.
CampaignID	int		X		The DBID of the Campaign configuration object in the Configuration database. This ID cannot be changed during chain processing. This has the same value as the related record in GO_Campaign. It is added as part of the database de-normalization process.
GroupID	int		X		The DBID of the Campaign group configuration object.
CallingListID	int		X		The DBID of the Calling List object in the Configuration database. This ID cannot be changed during chain processing.
OCSID	int		X		The DBID of the configured OCS application that reports activity related to this chain.
CPDID	int				The DBID of the CPD server configuration

Column	Data Type	P	M	F	Description
					object that OCS used to process the chain (if used and reported by OCS).
RecordHandle	int				The RecordHandle of the record that OCS used in the last chain processing attempt.
State	int		X		The state of the chain as reported by chain FSM (finite state machine). One of the following values: • 0—null–unloaded/ terminated • 1—scheduled • 2—processing • 3—processed #DICTIONARY TYPE 76
LastCallAttID	varchar(64)				The CallAttemptGUID generated by OCS for the last voice call that OCS tried to produce during the chain processing attempt.
SwitchID	int				The DBDID of the switch configuration object during the OCS produced outbound call during the last chain

Column	Data Type	P	M	F	Description
					processing attempt (if known and reported by OCS).
CPDResult	int				The CPD result from the last chain processing attempt (if known and reported by OCS).
CallResult	int				The call result from the last chain processing attempt.
Created	datetime		X		The GMT-equivalent date and time of Event Loaded as reported by OCS.
Created_ts	int				The UTC-equivalent value of the CREATED field. Milliseconds are truncated.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in the G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time when the chain was finalized or unloaded, as reported by OCS.
Terminated_ts	int				The UTC-equivalent value of the TERMINATED

Column	Data Type	P	M	F	Description
					field. Milliseconds are truncated.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in the G_TIMECODE table.
LastChanged	datetime		X		The GMT-equivalent date and time of the last change of state of the chain, as reported by OCS in OCSD event.
LastChanged_ts	int				The UTC-equivalent value of the LASTCHANGED field. Milliseconds are truncated.
LastChanged_tcode	int				A reference, derived from the value of the LASTCHANGED_TS field, to a record in the G_TIMECODE table.
InternalReason	int				Reserved
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

Column	Data Type	P	M	F	Description
					DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
GSYS_PARTITION	int				Key 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	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				Reserved
GSYS_EXT_INT2	int				Reserved