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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_AGENT_STATE_RC_A

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The active Agent state reason codes. Records are inserted when a new hardware or software reason code is reported, a reason code is changed, or an agent's state is changed. When a reason code is closed because either the reason code or the state changed, the reason code becomes inactive and the corresponding record is removed from the table. The G_AGENT_STATE_RC table stores the values of inactive reason codes—in other words, reason codes that have been changed or terminated.

The G_AGENT_STATE_RC_A table contains only active reason code records. ICON clears the table on restart, to clean out obsolete records that would otherwise accumulate in the case of unexpected ICON or database failures.

An ICON application setting, **gls-active-reason-codes** in the the **[callconcentrator]** section, determines whether ICON writes to this table.

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.
SessionID	varchar(50)		X		The ID (GUID) of the agent's login session. Refer to the corresponding record in G_LOGIN_SESSION.

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Column	Data Type	P	M	F	Description
EndPointID	int		X		The DBID of the Endpoint. This value is 0 for interactions originating from Interaction Server.
QueueID	int				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
AgentState	int		X		The agent state provided by the reason code. Refer to the G_AGENT_STATE_HISTORY table.
WorkMode	int		X		The current (active) workmode of the Agent state provided by the reason code.
HWFlag	smallint		X		A flag that indicates whether the reason code is hardware or software. One of the following values: 0—false—It is a software reason code. 1—true—It is a hardware

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Column	Data Type	P	M	F	Description
					reason code. #DICTIONARY TYPE 83
KeyName	varchar(255)		X		The key of the reason code. This always has a value of ReasonCode for a hardware reason code. It contains the full path to the key for a software reason code.
Value	varchar(255)				Value of the reason code.
LSeq	int		X		The sequence number of the Agent state change within an Agent Login Session. It has the same value as the related record in the G_AGENT_STATE_HISTORY table.
FSeq	int		X		Reserved for future use.
Seq	int		X		The sequence number of the reason code record within a login session.
Created	datetime		X		The GMT-equivalent date and time when the reason code was detected.
Created_ts	int				The UTC-equivalent value of the CREATED field.
Created_tcode	int				A reference, derived from the value of

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Column	Data Type	P	M	F	Description
					the CREATED_TS field, to a record in the G_TIMECODE table.
GSYS_EXT_INT2	int				Reserved
GSYS_EXT_INT1	int				The media type of this interaction. One of the following values: determine media type. • 1—Voice. • 2—Email. • 3—Chat. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_VCH1	varchar(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax".
GSYS_TC	int				Reserved
GSYS_TS	datetime				Reserved
GSYS_USEQ	bigint				Update

Table G_AGENT_STATE_RC_A

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_SEQ	bigint				Insert Sequence. Not unique.
GSYS_SYS_ID	int				System ID. Reserved for future use.
GSYS_PARTITION	int				A key that is used for partitioning.
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).