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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_CALL_USERDATA_CUST

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The table contains custom-attribute information about user data attached to call interactions.

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.
CALLID	varchar(50)		X		The unique ID of the interaction.
CUST_DATA_1	varchar(255)				The value of the cust-data-1 attribute of userdata.
CUST_DATA_2	varchar(255)				The value of the cust-data-2 attribute of userdata.
CUST_DATA_3	varchar(255)				The value of the cust-data-3 attribute of

Table G_CALL_USERDATA_CUST

Column	Data Type	P	M	F	Description
					userdata.
CUST_DATA_4	varchar(255)				The value of the cust-data-4 attribute of userdata.
CUST_DATA_5	varchar(255)				The value of the cust-data-5 attribute of userdata.
CUST_DATA_6	varchar(255)				The value of the cust-data-6 attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the cust-data-7 attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the cust-data-8 attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the cust-data-9 attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the cust-data-10 attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the cust-data-11 attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the cust-data-12 attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the cust-data-13 attribute of userdata.

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Column	Data Type	P	M	F	Description
CUST_DATA_14	varchar(128)				The value of the cust-data-14 attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the cust-data-15 attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the cust-data-16 attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the cust-data-17 attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the cust-data-18 attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the cust-data-19 attribute of userdata.
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

Table G_CALL_USERDATA_CUST

Column	Data Type	P	M	F	Description
					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
