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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_DSS_GLS_PROVIDER

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The control table for the gls role, which stores data that pertains to agent states and agent login sessions. The data sources are T-Server and Interaction Server.

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
DSS_ID	integer	X	X		The data source session ID. Refer to the GSYS_DOMAIN field in all corresponding operational tables.
ICON_DBID	integer	X	X		The DBID of the ICON instance that created this record.
DS_DBID	integer				The DBID of the data source to which ICON connected.
DS_DBID_PRIM	integer				The DBID of the primary data source server (if

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Column	Data Type	P	M	F	Description
					defined in the Configuration Layer).
DS2_DBID	integer				The DBID of the Switch for the T-Server or Interaction Server.
DS_TYPE	integer				The type of data source server: <ul style="list-style-type: none"> • 1—T-Server • 2—Interaction Server
ICON_STIME	datetime				The timestamp when ICON was started.
DSCONN_STIME	datetime				The timestamp when connection to the data source server was established.
DSCONN_SDSTIME	datetime				The data source server timestamp when the connection to ICON was established. If the data source server timestamp is not available, the ICON timestamp is used.
DSCONN_SDSTS	integer				The UTC-equivalent value of the DSCONN_SDSTIME field.
DSCONN_TYPE	integer				The type of connection: <ul style="list-style-type: none"> • 1—First connection

Table G_DSS_GLS_PROVIDER

Column	Data Type	P	M	F	Description
					<ul style="list-style-type: none"> • 2—Reconnect • 3—Data source server restart (when possible) • 4—Switch reconnection (when possible) • 5—Switchover (when possible)
ICON_ETIME	datetime				The timestamp when ICON shut down.
DSCONN_ETIME	datetime				The timestamp when the data source server disconnected.
FEVENT_ETIME	datetime				The timestamp of the first event for which data was stored on the connection (ICON time).
FEVENT_DSTIME	datetime				The timestamp of the first event for which data was stored on the connection (time from the data source server event).
FEVENT_DSSEQ	varchar(255)				The event sequence number of the first event for which data was stored on the connection (sequence number from the data source server event).

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Column	Data Type	P	M	F	Description
FEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the first stored event on the connection.
FEVENT_DSUTC	integer				The UTC-equivalent value of the FEVENT_DSTIME field.
LEVENT_ETIME	datetime				The timestamp of the last event for which data was stored on the connection (ICON time).
LEVENT_DSTIME	datetime				The timestamp of the last event for which data was stored on the connection (time from the data source server event).
LEVENT_DSSEQ	varchar(255)				The event sequence number of the last event for which data was stored on the connection (sequence number from the data source server event).
LEVENT_CSEQ	bigint				The transaction ID (CSEQ) of data storage for the last stored event on the connection.
LEVENT_DSUTC	integer				The UTC-equivalent value of the LEVENT_DSTIME field.

Table G_DSS_GLS_PROVIDER

Column	Data Type	P	M	F	Description
NODATA_IUTC	integer				The UTC equivalent of the ICON timestamp in situations in which no data is received during a predefined time interval. The value of the time interval is 5 minutes.
ICON_DBID_PRIM	integer				The DBID of the Primary ICON. Currently not used (reserved).
DS_VERSION	varchar(255)				Reserved
CFG_SERVER	varchar(255)				Reserved
R_CREATE_DBLT	datetime				The timestamp for record creation (IDB local time).
R_UPDATE_DBLT	datetime				The timestamp of record update when event data changes (IDB local time).
R_CREATE_UTC	integer				The UTC-equivalent value of the R_CREATE_DBLT field.
R_UPDATE_UTC	integer				The UTC-equivalent value of the R_UPDATE_DBLT field when event data changes.
EXT_INT1	bigint				Reserved
EXT_INT2	bigint				Reserved
EXT_INT3	bigint				Reserved
EXT_VCH1	varchar(255)				Reserved
EXT_VCH2	varchar(255)				Reserved
EXT_VCH3	varchar(255)				Reserved