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Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G_PARTY_STAT

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This table contains information regarding party statistics which are summarized upon termination of the party. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

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.
PartyID	varchar(50)		X		The ID of party for which metrics were calculated.
TT_ALERTING	int				The total time, in seconds, that the party spent in the ALERTING state. This represents the sum of all the durations of the time intervals of when the party

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Column	Data Type	P	M	F	Description
					was in the ALERTING state.
TT_CONNECTED	int				The total time, in seconds, that the party spent in the CONNECTED state. This represents the sum of all the durations of the time intervals when the party was in the CONNECTED state. The states of other parties in the call do not affect this metric.
TT_HOLD	int				The total time, in seconds, that the party spent in the HOLD state. This represents the sum of all the durations of the time intervals when the party was in the HOLD state.
TT_QUEUED	int				The total time, in seconds, that the party spent in the QUEUED state. This represents the sum of all the durations of the time intervals when the party was in the QUEUED state.
TT_ACW	int				The total time, in seconds, that the party spent in the After Call Work

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Column	Data Type	P	M	F	Description
					(ACW) state. This is the sum of all the durations of the time intervals when the party was in the ACW state.
CNT_ALERTING	int				The number of times that the party changed state to ALERTING.
CNT_CONNECTED	int				The number of times that the party changed state to CONNECTED.
CNT_HOLD	int				The number of times that the party changed state to HOLD.
CNT_QUEUED	int				The number of times that the party changed state to QUEUED.
CNT_ACW	int				<p>A flag indicating whether the ACW state is the present for this party. One of the following values:</p> <ul style="list-style-type: none"> • 0—Indicates that the ACW state was not present for this party. • 1—Indicates that the ACW state was present for this party.
TT_ON_ALERT	int				The total time, in seconds,

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Column	Data Type	P	M	F	Description
					that there was another party in a call in the ALERTING state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the ALERTING state.
TT_ON_HOLD	int				The total time, in seconds, that there was another party in a call in the HOLD state. This represents the sum of all the durations of the time intervals when there was at least one other party in a call which was in the HOLD state.
TT_ON_QUEUE	int				The total time, in seconds, that there was another party in a call in the QUEUED state. This is the sum of all the durations of the time intervals when there was at least one other party in a call which was in the QUEUED state.
TT_ON_CONNECTED	int				The total time, in seconds, that all parties in a call in the

Table G_PARTY_STAT

Column	Data Type	P	M	F	Description
					CONNECTED state during the lifetime of the party. This represents the sum of all the durations of the time intervals when all parties were in the CONNECTED state during the lifetime of this party.
T_DURATION	int				The life time of the party.
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 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

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Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved
GSYS_EXT_INT1	int				<p>Indicates the party that initiated call termination. The value is derived from the value of the ReleasingParty extension key, in the AttributeExtensions of the EventReleased or EventAbandoned from T-Server. ICON stores this data only when the store-releasing-party configuration option enables this functionality (store-releasing-party = 1 true). The value is one of the following:</p> <ul style="list-style-type: none"> • 0—T-Server did not provide ReleasingParty data in EventReleased or EventAbandoned. • 1—Local. Call termination was initiated by ThisDN in EventReleased or EventAbandoned,

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Column	Data Type	P	M	F	Description
					<p>and T-Server sent ReleasingParty = 1 Local in the event.</p> <ul style="list-style-type: none"> 2—Remote. Call termination was initiated by another party (not ThisDN in EventReleased or EventAbandoned), and T-Server sent ReleasingParty = 2 Remote in the event. 3—Unknown. T-Server was unable to determine the initiator of call termination, and sent ReleasingParty = 3 Unknown in EventReleased or EventAbandoned.
GSYS_EXT_INT2	int				Integer value of timestamp from the last TEvent that caused a record update.
PM_EXT_1	int				Reserved
PM_EXT_2	int				Reserved
PM_EXT_3	int				Reserved
PM_EXT_4	int				Reserved
PM_EXT_5	int				Reserved

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Column	Data Type	P	M	F	Description
PM_EXT_6	int				Reserved
PM_EXT_7	int				Reserved
PM_EXT_8	int				Reserved
PM_EXT_9	int				Reserved
PM_EXT_10	int				Reserved
