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# Interaction Concentrator Physical Data Model for a Microsoft SQL Database

Table G\_ROUTE\_RESULT

## Table G\_ROUTE\_RESULT

This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

### 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.
ConnID	varchar(50)		X		The T-Server event connection ID. This is preserved for backward compatibility.
PartyID	varchar(50)		X		The ID of the party record for the party that is associated with

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
					the routing point.
IRID	varchar(50)				Reference to record in interaction hierarchy table (G_IR).
EndPointID	int				The DBID of the routing point device.
RTargetRuleSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetRuleSelected key.
RTargetObjectSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetObjectSelected key.
RTargetTypeSelected	int				Route target type. A copy of the data that was attached by the URS with the RTargetTypeSelected key. For a listing of permissible values, refer to G_Dictionary Values (for <b>DB2</b> , <b>Microsoft SQL Server</b> , <b>Oracle</b> , or <b>PostgreSQL</b> , respectively).  #DICTIONARY TYPE 29
RTargetAgentSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetAgentSelected key.

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
RTargetPlaceSelected	varchar(255)				A copy of the data that was attached by URS with the RTargetPlaceSelected key.
RRequestedSkillCombination	varchar(255)				A copy of the data that was attached by URS with the RRequestedSkillCombination key.
RStrategyName	varchar(255)				A copy of the data that was attached by the URS with the RStrategyName key, only present if URS routed the interaction. This strategy name must be less than 256 characters; otherwise, ICON may stop writing interaction records to IDB. If URS did not route the interaction, then the value of this field will be null.
RTenant	varchar(255)				A copy of the data that was attached by the URS with the RTenant key.
DestEndPointDN	varchar(255)				The DN name to which a call is successfully routed; for situations when the routing is unsuccessful, the value is notKnown.

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
DestEndPointID	int				<p>The DBID of the configured DN to which the interaction is routed.</p> <p>In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.</p>
DestEndPointType	int				<p>The routing type of the configured DN to which voice call or Multimedia interaction is successfully routed. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).</p> <p>#DICTIONARY TYPE 505 In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 1.</p>
Result	int		X		<p>The result of the routing operation. One of the following values:</p> <ul style="list-style-type: none"> <li>• 0—Unknown—Reserved.</li> <li>• 1—Success—The routing was successful.</li> <li>• 2—Failure—The</li> </ul>

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
					<p>routing attempt failed (if a voice call or chat was abandoned, and so on).</p> <ul style="list-style-type: none"> <li>10 2—distributed_to_default-C was routed to the default destination after the URS timeout expired.</li> <li>10 3—routed_by_switch-Call was routed by the switch.</li> <li>10 5—other_reasons-The routing was unsuccessful due to some other reasons (unclassified).</li> <li>13 3—ixn_server_timeout-Rou timeout expired on Interaction Server (open media interactions only).</li> <li>13 4—ixn_taken_out-An interaction was taken (pulled out) from strategy by Interaction Server (open media</li> </ul>

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
					interactions only).  #DICTIONARY TYPE 28
Duration	int				The duration of the routing dialog.This is the time between party creation (in events such as EventRouteRequest, EventQueued, or EventCallPartyAdded) and termination (in events such as EventRouteUsed, EventAbandoned, EventDiverted, or EventCallPartyDeleted).
Created	datetime		X		The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.
Created_ts	int				The UTC-equivalent time of the value in the CREATED field.
Created_tcode	int				A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.
Terminated	datetime				The GMT-equivalent date and time

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
					when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.
Terminated_ts	int				The UTC-equivalent time of the value in the TERMINATED field.
Terminated_tcode	int				A reference, derived from the value of the TERMINATED_TS field, to a record in G_TIMECODE table.
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 <a href="#">DB2</a> , <a href="#">Microsoft SQL Server</a> , <a href="#">Oracle</a> , or <a href="#">PostgreSQL</a> , 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



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Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	datetime				Reserved
GSYS_TC	int				Reserved
GSYS_EXT_VCH1	varchar(255)				The virtual queue's ID, if a virtual queue is configured and provided by URS when it routes call. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID in the related record in the G_VIRTUAL_QUEUE table.
GSYS_EXT_VCH2	varchar(255)				If a virtual queue is configured and reported by URS (Universal Router Server), then, when URS routes call, it attaches parameter "RVQDBID" to call UserData, so this field will store virtual queue's DBID as it is configured in configuration database.
GSYS_EXT_INT1	int				A flag indicating the reliability of the virtual queue's ID stored in the GSYS_EXT_VCH1 field. One of the following values:

Table G\_ROUTE\_RESULT

Column	Data Type	P	M	F	Description
					<ul style="list-style-type: none"> <li>• 0—Unknown—No information about a virtual queue is reported in the corresponding EventRouteUsed.</li> <li>• 1—Reliable—The virtual queue's ID that is stored in the field GSYS_EXT_VCH1 is taken from the corresponding EventRouteUsed.</li> <li>• 2—Valid in the past—The value of the virtual queue ID stored in the field GSYS_EXT_VCH1 was valid in the past, before a call has been transferred to another Routing Point in a multi-site routing scenario.</li> </ul>
					#DICTIONARY TYPE 87
GSYS_EXT_INT2	int				Reserved