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# Interaction Concentrator Physical Data Model for an Oracle Database

Appendix: G\_Dictionary Values

## Appendix: G\_Dictionary Values

This appendix lists the possible values for the dictionary types defined in the G\_DICT\_TYPE table. For each dictionary type (G\_DICT\_TYPE.DTYPE), this appendix provides the values of G\_DICTIONARY.DID and G\_DICTIONARY.DVALUE, which are populated when IDB is initialized or upgraded.

|                                        |                                              |                                                            |
|----------------------------------------|----------------------------------------------|------------------------------------------------------------|
| Call History Change Type (1)           | ISLink Current State (21)                    | Login Session State (81)                                   |
| Party History Change Type (2)          | ISLink History Change Type (22)              | Association Between Login Session and End Point State (82) |
| IR History Change Type (3)             | ISLink Merge State (23)                      |                                                            |
| Call States (4)                        | Configuration History Tables Status (24)     | Flag of HW Reason Code (83)                                |
| Call Types (5)                         | HA_CONTROL Status (25)                       | Possible System Reasons in Login Sessions (84)             |
| Call Media Types (6)                   | PROV_CONTROL Provider Tag IDs (26)           | Virtual Queue State Cause (85)                             |
| IR States (7)                          |                                              | Call Merge Types (86)                                      |
| Local Connection State (8)             | ISLink Type (27)                             | Reliability of Route Result (87)                           |
| Party Type (9)                         | Route Result (28)                            | Type of Stop Processing Actor (88)                         |
| Party Role (10)                        | Route Target Type (29)                       |                                                            |
| Parent Party Link Type (11)            | Call Control Event (30)                      | Object State (500)                                         |
| Session Endpoint Type (12)             | Call Control Event Cause (CCEVENTCAUSE) (31) | Switch Type (501)                                          |
| Agent State History Type (13)          | Log Message Priority (32)                    | Switch Link Type (502)                                     |
| Agent State History Cause (14)         | Log Message Category (33)                    | DN Route Type (504)                                        |
| Agent State History Condition (15)     | Log Message Origin (34)                      | DN Type (505)                                              |
| Agent State History State (16)         | Campaign State (71)                          | Application Type (506)                                     |
| Agent State History Pending State (17) | System Reasons to Campaign Termination (73)  | DN Group Type (508)                                        |
| Agent State History WORKMODE (18)      | OCS Event Cause (75)                         | Object Flag (509)                                          |
| Attached Data Change Type (19)         | OCS Chain States (76)                        | Script Type (513)                                          |
|                                        | OCS Metric Types (77)                        | Action Code Type (514)                                     |
| Attached Data Source (20)              | DND Feature State (80)                       | Table Access Type (515)                                    |
|                                        |                                              | Field Data Type (516)                                      |

|                                   |                                          |                          |
|-----------------------------------|------------------------------------------|--------------------------|
| Field Type (517)                  | Campaign Group Operation Mode (522)      | GCTI Record Type (543)   |
| GCTI Call State (518)             |                                          | GCTI Record Status (544) |
| Treatment Action Code (519)       | Campaign Group Optimization Method (523) | GCTI Contact Type (545)  |
| Treatment Call Action Code (520)  | IVR Type (524)                           | DN Register Flag (555)   |
| Campaign Group Dialing Mode (521) | Object Type (528)                        | Enumerator Type (556)    |
|                                   | Group Type (540)                         |                          |

## Dictionary Types and Values

### Call History Change Type (DTYPE=1)

- 1 call\_created
- 2 call\_terminated
- 3 call\_merged
- 4 call\_trfailed

### Party History Change Type (DTYPE=2)

- 1 party\_created
- 2 party\_terminated
- 3 party\_statechanged
- 4 party\_fsmerror
- 5 party\_fsm2error

### IR History Change Type (DTYPE=3)

- 1 ir\_created
- 2 ir\_terminated
- 3 ir\_merged

### Call States (DTYPE=4)

- 0 unknown

- 1 active
- 2 terminated

### Call Types (DTYPE=5)

- 0 unknown
- 1 internal
- 2 inbound
- 3 outbound
- 4 consult

### Call Media Types (DTYPE=6)

- 0 unknown
- 1 voice
- 2 email
- 3 chat
- 1000 open media

### IR States (DTYPE=7)

- 0 unknown
- 1 active
- 2 terminated

### Local Connection State (DTYPE=8)

- 0 unknown
- 1 initiated
- 2 alerting
- 3 connected
- 4 hold
- 5 queued
- 6 fail

### Party Type (DTYPE=9)

- 0 unknown
- 1 internal
- 2 external
- 3 place
- 4 iqueue
- 5 iworkbin
- 6 strategy

### Party Role (DTYPE=10)

- 0 unknown
- 1 observer

### Parent Party Link Type (DTYPE=11)

- 0 unknown
- 1 consultation
- 2 transfer
- 3 conference
- 4 divert
- 5 route (reserved for future use)

### Session Endpoint Type (DTYPE=12)

- 1 agent\_dn
- 2 queue
- 3 media

### Agent State History Type (DTYPE=13)

- -1 unknown
- 0 normal
- 5 state

- 6 pending\_state
- 7 add\_party
- 8 rem\_party
- 9 state\_forced
- 10 pending\_forced
- 11 reason

### Agent State History Cause (DTYPE=14)

- 0 nocause
- 1 normal
- 2 forced\_pause
- 3 forced\_transition
- 4 autowork

### Agent State History Condition (DTYPE=15)

- 0 nocondition
- 1 normal
- 2 forced\_by\_another\_device
- 3 forced\_by\_pending\_state
- 4 forced\_by\_connection\_info

### Agent State History State (DTYPE=16)

- 0 null
- 1 login
- 2 notready
- 3 ready
- 4 acw
- 5 busy
- 6 unknown

### Agent State History Pending State (DTYPE=17)

- null
- 2 notready
- 3 ready
- 4 acw

### Agent State History WORKMODE (DTYPE=18)

- 0 unknown
- 1 manualin
- 2 autoin
- 3 aftercallwork
- 4 auxwork
- 6 walkaway
- 7 returnback

### Attached Data Change Type (DTYPE=19)

- 1 created
- 2 added
- 3 updated
- 4 deleted
- 5 terminated

### Attached Data Source (DTYPE=20)

- 1 userdata
- 2 reasons
- 3 extensions
- 4 attributes
- 5 mcr\_workbin

### ISLink Current State (DTYPE=21)

- 0 unknown
- 1 active
- 2 terminated
- 3 failed

### ISLink History Change Type (DTYPE=22)

- 0 unknown
- 1 added
- 2 moved
- 3 deleted

### ISLink Merge State (DTYPE=23)

- 1 not\_processed
- 2 incomplete
- 3 complete

### Configuration History Tables Status (DTYPE=24)

- 0 unknown
- 1 active
- 2 inactive
- 10 syncinprogress

### HA\_CONTROL Status (DTYPE=25)

- 0 unknown
- 1 running
- 2 stopped

### PROV\_CONTROL Provider Tag IDs (DTYPE=26)

- 0 unknown
- 1 gcc
- 2 gls
- 3 gud
- 4 gos
- 5 cfg

### ISLink Type (DTYPE=27)

- 0 bidirectional
- 1 unidirectional
- 2 source
- 3 target

### Route Result (DTYPE=28)

- 0 unknown
- 1 success
- 2 failure
- 102 distributed\_to\_default
- 103 routed\_by\_switch
- 105 other\_reasons
- 133 ixn\_server\_timeout
- 134 ixn\_taken\_out

### Route Target Type (DTYPE=29)

- 0 agent
- 1 agent\_place
- 2 agent\_group
- 3 place\_group
- 4 route\_point
- 5 queue

- 6 queue\_group
- 7 switch
- 8 reg\_dn
- 9 campaign
- 10 campaign\_group
- 11 calling\_list
- 12 campaign\_calling\_list
- 13 tenant
- 14 staging\_area
- 15 routing\_strategy
- 100 default
- 101 destination\_label
- 102 persistent\_queue
- 103 workbin

### Call Control Event (DTYPE=30)

- -1 unknown
- 0 bridged
- 1 connection\_cleared
- 2 delivered
- 3 established
- 4 failed
- 5 held
- 6 offered
- 7 originated
- 8 queued
- 9 retrieved
- 10 service\_initiated
- 11 transferred
- 12 conferenced
- 13 diverted

### Call Control Event Cause (CCEVENTCAUSE) (DTYPE=31)

- 0 unknown
- 1 busy
- 2 conference
- 3 distributed
- 4 distribution\_delay
- 5 entering\_distribution
- 6 normal
- 7 redirected
- 8 single\_step\_conference
- 9 single\_step\_transfer
- 10 transfer
- 11 networkSignal
- 12 dropped
- 13 conference\_pending
- 14 transfer\_pending

### Log Message Priority (DTYPE=32)

- 0 unknown
- 1 debug
- 2 information
- 3 interaction
- 4 error
- 5 alarm

### Log Message Category (DTYPE=33)

- 0 default
- 1 alarm
- 2 audit

### Log Message Origin (DTYPE=34)

- 0 connection
- 1 communication
- 2 application
- 3 external
- 4 management
- 5 logcontrol

### Campaign State (DTYPE=71)

- null terminated
- 1 loaded
- 2 started
- 3 unloading

### System Reasons to Campaign Termination (DTYPE=73)

- null normal
- 1 disconnect
- 2 internal\_error
- 3 register

### OCS Event Cause (DTYPE=75)

- |                                  |                               |
|----------------------------------|-------------------------------|
| • 0 CampGrNormal                 | • 10 CampGrItemEndTimeReached |
| • 1 CampGrConfigurationChanged   | • 11 CampGrAgentsAvailable    |
| • 2 CampGrLCASignal              | • 12 CampGrNoAgentsAvailable  |
| • 3 CampGrUnloadForcedCfgChanged | • 13 CampGrPortsAvailable     |
| • 4 CampGrUnloadForcedLCASignal  | • 14 CampGrNoPortsAvailable   |
| • 5 CampGrUnloadForcedCliReq     | • 15 CampGrRecordsAvailable   |
| • 6 CampGrLoadsAsSequenceItem    | • 16 CampGrNoRecordsAvailable |
| • 7 CampGrItemStartTimeElapsed   | • 17 CampGrCPDAvailable       |
| • 8 CampGrItemContactsReached    | • 18 CampGrNoCPDAvailable     |
| • 9 CampGrItemDialsReached       | • 19 ChainNormal              |

- 20 ChainRetrievedFromDB
- 21 ChainCampaignUnloaded
- 22 ChainDoNotCall
- 23 ChainCancelled
- 24 ChainRejected
- 25 ChainIsEmpty
- 26 ChainFilterModified
- 27 ChainNoMoreTreatments
- 28 ChainInternalError
- 29 ChainOutOfBoundaries
- 30 ChainPriorityZero
- 31 ChainGoalReached
- 32 ChainMaxAttemptsReached
- 33 ChainUnloadedByTreatment
- 34 ChainConfigurationChanged
- 35 ChainUnknownDNTransfer
- 36 ChainWrongTransfer
- 37 ChainCallbackToContinue
- 38 ChainReschedToContinue
- 39 ChainRecordAdded
- 40 ChainTreatmentApplied
- 41 ChainInDoNotCallList
- 42 ChainDoNotCallRequested
- 43 ChainCancelRequested
- 44 ChainRejectRequested
- 45 ChainEventRecordProcessed
- 46 ChainDialerReleased
- 47 ChainDialerError
- 48 ChainForceUnloadStale
- 49 ChainOverflown
- 50 ChainRemoteRelease
- 51 ChainStaleTimeout
- 52 ChainCallResultReceived
- 53 ChainProcessingDone
- 54 ChainEventUpdateCallCompStats
- 55 ChainEventRecordReschedule
- 56 ChainCallProgressReceived

### OCS Chain States (DTYPE=76)

- 0 null
- 1 scheduled
- 2 processing
- 3 processed

### OCS Metric Types (DTYPE=77)

- 0 GOMetricTypeUndefined
- 1 GOMetricTotalRecsPerList
- 2 GOMetricTotalRecsPerCampGr
- 3 GOMetricTotalChainsPerList
- 4 GOMetricTotalChainsPerCampGr
- 5 GOMetricCurrRecsNotProcPerList

- 6 GOMetricCurrRecsNotProcPerCampGr
- 7 GOMetricCurrChainsNotProcPerList
- 8 GOMetricCurrChainsNotProcPerCampGr
- 9 GOMetricCurrUsedPortsPerCampGr
- 10 GOMetricCurrUsedEngPortsPerCampGr
- 11 GOMetricDetailCallsOverdialed
- 12 GOMetricTimeOutboundCallDialing
- 13 GOMetricTimeOutboundCallTransfer
- 14 GOMetricTimeOutboundCallCPD

#### DND Feature State (DTYPE=80)

- 0 clear
- 1 set

#### Login Session State (DTYPE=81)

- 0 terminated
- 1 active

#### Association Between Login Session and End Point State (DTYPE=82)

- 0 terminated
- 1 active

#### Flag of HW Reason Code (DTYPE=83)

- 0 false
- 1 true

#### Possible System Reasons in Login Sessions (DTYPE=84)

- -1 unknown
- 0 normal (null could be reported)
- 1 stuck

- 2 device
- 3 agent
- 4 cleanup
- 5 register
- 6 disconnect

### Virtual Queue State Cause (DTYPE=85)

- 1 normal
- 2 abandoned
- 3 stuck
- 101 routed\_in\_parallel\_vq
- 102 routed\_to\_default
- 103 routed\_by\_switch
- 104 execute\_clear\_target
- 105 other
- 133 ixn\_routing\_to
- 134 ixn\_taken\_out

### Call Merge Types (DTYPE=86)

- -1 unknown
- 0 bridge
- 11 transfer
- 12 conference

### Reliability of Route Result (DTYPE=87)

- 0 unknown
- 1 ok
- 2 in the past

### Type of Stop Processing Actor (DTYPE=88)

- 0 unknown

- 1 strategy
- 2 agent
- 3 place
- 4 media\_server

### Object State (DTYPE=500)

- 0 Unknown Object State
- 1 Enabled
- 2 Disabled

### Switch Type (DTYPE=501)

- |                                           |                                                        |
|-------------------------------------------|--------------------------------------------------------|
| • 0 Unknown Switch Type                   | • 22 Siemens GEC iSSDX                                 |
| • 1 Nortel Meridian 1                     | • 23 Alcatel A4400                                     |
| • 2 Rockwell Spectrum                     | • 24 Generic Switch                                    |
| • 3 Rockwell Galaxy                       | • 25 Delco ACD                                         |
| • 4 Nortel Communication Server 2000/2100 | • 26 Hitachi CX8000                                    |
| • 5 Avaya Communication Manager           | • 27 LG Starex-ACS                                     |
| • 6 Aspect CallCenter                     | • 28 Mitel SX-2000                                     |
| • 7 Siemens Hicom 300E                    | • 29 Nortel Communication Server 1000 with<br>SCCS/MLS |
| • 8 Intecom IBX80                         | • 30 Siemens Hicom 150E                                |
| • 9 Ericsson MD110                        | • 31 Siemens RealitisDX iCCL                           |
| • 10 Lucent 5ESS                          | • 32 Tadiran Coral                                     |
| • 11 Madge                                | • 33 Voice over IP SMCP Switch                         |
| • 12 NEC NEAX                             | • 34 Virtual Switch for IVR In-Front                   |
| • 13 Fujitsu F9600                        | • 35 Internet Gateway                                  |
| • 14 Teltronics 20-20                     | • 36 AT&T 800 ICP Gateway                              |
| • 15 WorldCom 800 Gateway                 | • 37 Sprint SiteRP Gateway                             |
| • 16 Siemens Hicom 150                    | • 38 Bell Canada (Stentor) ATF Gateway                 |
| • 17 Siemens Hicom 300 ACL-H3             | • 39 Alcatel SCP Gateway                               |
| • 18 Philips Sopho iS3000                 | • 40 Bell Atlantic ISCP Gateway                        |
| • 19 EADS Telecom M6500 Succession        | • 41 Concert 800 Gateway                               |
| • 20 Siemens Hicom 150H                   | • 42 Alcatel DTAG SCP Gateway                          |
| • 21 Ericsson ACP1000                     |                                                        |

- 43 KPN Network Gateway
- 44 Alcatel Telecom Italia SCP Gateway
- 45 Alcatel BT SCP Gateway
- 46 3511 Protocol Interface
- 47 DataVoice Dharma
- 48 Huawei C\_C08
- 49 Avaya INDeX
- 50 Siemens Hicom 300H
- 51 Siemens HiPath 4000
- 52 Alcatel A4200
- 53 Tenovis Integral 33
- 54 Telera
- 55 NGSN
- 56 GenSpec
- 57 Voice Portal
- 58 K-Worker Gateway
- 59 Siemens Hicom 300
- 60 GenSpec XML
- 61 OPSI
- 62 Cisco Call Manager
- 63 Multimedia Switch
- 64 Verizon ISCP Gateway
- 65 Alcatel 5020 OPSI
- 66 Avaya IP Office
- 67 Mitel MN-3300
- 68 Samsung IP PCX IAP
- 69 Siemens HiPath 3000
- 70 eOn eQueue
- 71 Tenovis I55
- 72 SIP Switch
- 73 Digitro AXS/20
- 74 GVP DID Group
- 75 SIP Network Switch
- 76 NEC NEAX SV7000
- 77 Radvision iContact
- 78 Avaya TSAPI
- 79 Huawei NGN

### Switch Link Type (DTYPE=502)

- 0 Unknown Link Type
- 1 Meridian Link 4
- 2 Meridian Link 5
- 3 Galaxy Link
- 4 Spectrum Link
- 5 SCAI 7
- 6 SCAI 8
- 7 Call Visor ASAI
- 8 Ethernet ASAI
- 9 Application Bridge 5
- 10 Application Bridge 6
- 11 CallBridge 2
- 12 CallBridge 3
- 13 OAI
- 14 Application Link
- 15 Pinnacle
- 16 Madge Link
- 17 NEC Link
- 18 Fujitsu Link
- 19 Host Interface Link
- 20 Workstation Interface Link
- 21 Gateway 01 Link
- 22 Application Connectivity Link 1.x
- 23 Application Connectivity Link 2.x
- 24 CallBridge ACL ISDN SO ISO
- 25 CallBridge ACL v.24 ISO
- 26 iS Link CSTA I
- 27 Matra Link CSTA II

- 28 Application Link CSTA 29 iCAT 2.3 ICCL 2
- 30 iCAT 3.x ICCL 3
- 31 Application Link CSTA I 32 Application Link CSTA II 33 Generic Link
- 34 SCAI 11
- 35 SCAI 12
- 36 SCAI 13
- 37 Application Bridge 7
- 38 CallBridge4
- 39 Delco ACD
- 40 Hitachi Cx8000
- 41 Starex Link
- 42 MiTai 7.3
- 43 Meridian Link Services Symposium
- 44 Application Connectivity Link CSTA
- 45 CallBridge DX
- 46 Coral Link

### DN Route Type (DTYPE=504)

- 0 Unknown Route Type
- 1 Default
- 2 Label
- 3 Overwrite DNIS
- 4 DDD
- 5 IDDD
- 6 Direct
- 7 Reject
- 8 Announcement
- 9 Post Feature
- 10 Direct Agent
- 11 Use External Protocol
- 12 Get From DN
- 13 Default
- 14 Route
- 15 Direct
- 16 Re-Route
- 17 Direct UUI
- 18 Direct ANI
- 19 Direct No Token
- 20 DNIS Pooling
- 21 Direct DNIS and ANI
- 22 Direct Digits
- 23 Forbidden
- 24 ISCC defined protocol
- 25 PullBack
- 26 Direct Network Call ID

### DN Type (DTYPE=505)

- 0 Unknown DN Type
- 1 Extension
- 2 ACD Position
- 3 ACD Queue
- 4 Routing Point
- 5 Virtual Queue
- 6 Virtual Routing Point
- 7 Voice Treatment Port
- 8 Voice Mail
- 9 Mobile Station
- 10 Call Processing Port
- 11 Fax
- 12 Modem
- 13 Music Port
- 14 Trunk
- 15 Trunk Group

- 16 Tie Line
- 17 Tie Line Group
- 18 Mixed
- 19 External Routing Point
- 20 Network Destination
- 21 Service Number
- 22 Routing Queue
- 23 Communication DN
- 24 E-mail Address
- 25 Voice over IP Port
- 26 Video over IP Port
- 27 Chat
- 28 CoBrowse
- 29 Voice over IP Service
- 30 Workflow
- 31 Access Resource
- 32 GVP DID

### Application Type (DTYPE=506)

- 0 Unknown Application Type
- 1 T-Server
- 2 Stat Server
- 3 Billing Server
- 4 Billing Client
- 5 Agent Pulse
- 6 Voice Treatment Server
- 7 Voice Treatment Manager
- 8 Database Access Point
- 9 Call Concentrator
- 10 CPD Server
- 11 List Manager
- 12 Outbound Contact Server
- 13 Outbound Contact Manager
- 14 Campaign Configuration Environment
- 15 Universal Routing Server
- 16 Strategy Builder
- 17 Interaction Router Client
- 18 Agent Desktop
- 19 Configuration Manager
- 20 Call Center Pulse
- 21 Configuration Server
- 22 Third Party Application
- 23 Third Party Server
- 24 Strategy Simulator
- 25 Strategy Scheduler
- 26 DART Server
- 27 DART Client
- 28 Custom Server
- 29 External Router
- 30 Virtual Interactive-T
- 31 Virtual Routing Point
- 32 Database
- 33 Web Option
- 34 Detail Biller
- 35 Summary Biller
- 36 Network Overflow Manager
- 37 Backup Control Client
- 38 Data Sourcer
- 39 Data Modeling Assistant
- 40 IVR Server
- 41 I-Server
- 42 Message Server
- 43 Solution Control Server
- 44 Solution Control Interface
- 45 SNMP Agent
- 46 DB Server
- 47 WFM Client

- 48 WFM Data Aggregator
- 49 WFM Web Services
- 50 WFM Schedule Server
- 51 Interaction Routing Designer
- 52 ETL Proxy
- 53 Install-Time Configuration Utility
- 54 GVP-Voice Communication Server
- 55 GIM ETL
- 56 VSS Shared
- 57 VSS Console
- 58 Data Mart
- 59 Chat Server
- 60 Callback Server
- 61 Co-Browsing Server
- 62 SMS Server
- 63 Contact Server
- 64 E-Mail Server
- 65 MediaLink
- 66 Web Interaction Requests Server
- 67 Web Stat Server
- 68 Web Interaction Server
- 69 Web Option Route Server
- 70 Web Client
- 71 Contact Server Manager
- 72 Content Analyzer
- 73 Response Manager
- 74 Voice over IP Controller
- 75 Voice over IP Device
- 76 Automated Workflow Engine
- 77 High Availability Proxy
- 78 Voice over IP Stream Manager
- 79 Voice over IP DMX Server
- 80 Web API Server
- 81 Load Balancer
- 82 Application Cluster
- 83 Load Distribution Server
- 84 G-Proxy
- 85 Genesys Interface Server
- 86 GCN Delivery Server
- 87 GCN Client
- 88 IVR DirectTalk Server
- 89 GCN Thin Server
- 90 Classification Server
- 91 Training Server
- 92 Universal Callback Server
- 93 CPD Server Proxy
- 94 XLink Controller
- 95 Knowledge Worker Portal
- 96 WFM Server
- 97 WFM Builder
- 98 WFM Reports
- 99 WFM Web
- 100 Knowledge Manager
- 101 IVR Driver
- 102 IVR Library
- 103 LCS Adapter
- 104 Desktop .NET Server
- 105 Gplus Adapter for Siebel 7 Configuration Synchronization Component
- 106 Gplus Adapter for Siebel 7 Campaign Synchronization Component
- 107 Genesys Generic Server
- 108 Genesys Generic Client
- 109 Call Director
- 110 SIP Communication Server
- 111 Interaction Server
- 112 Genesys Integration Server
- 113 WFM Daemon
- 114 GVP Policy Manager
- 115 GVP Cisco Queue Adapter

- 116 GVP Text To Speech Server
- 117 GVP ASR Log Manager
- 118 GVP Bandwidth Manager
- 119 GVP Events Collector
- 120 GVP Cache Server
- 121 GVP ASR Log Server
- 122 GVP ASR Package Loader
- 123 GVP IP Communication Server
- 124 GVP 7.x Resource Manager
- 125 GVP SIP Session Manager
- 126 GVP Media Gateway
- 127 GVP Soft Switch
- 128 GVP Core Service
- 129 GVP Voice Communication Server
- 130 GVP Unified Login Server
- 131 GVP Call Status Monitor
- 132 GVP Reporter
- 133 GVP H.323 Session Manager
- 134 GVP ASR Log Manager Agent
- 135 GVP Genesys Queue Adapter
- 136 GVP IServer
- 137 GVP SCP Gateway
- 138 GVP SRP Server
- 139 GVP MRCP TTS Server
- 140 GVP CCS Server
- 141 GVP MRCP ASR Server
- 142 GVP Network Monitor
- 143 GVP OBN Manager
- 144 GVP SelfService Provisioning Server
- 145 GVP Media Control Platform
- 146 GVP Fetching Module
- 147 GVP Media Control Platform Legacy Interpreter
- 148 GVP Call Control Platform
- 149 GVP Resource Manager
- 150 GVP Redundancy Manager
- 151 GVP Media Server
- 152 GVP PSTN Connector
- 153 GVP Reporting Server
- 154 GVP SSG
- 155 GVP CTI Connector
- 156 Resource Access Point
- 157 Interaction Workspace
- 158 Advisors
- 159 ESS Extensible Services
- 160 Customer View

## DN Group Type (DTYPE=508)

- 0 Unknown Group Type
- 1 Single Ports
- 2 ACD Queues
- 3 Routing Points
- 4 Network Ports
- 5 Service Numbers

## Object Flag (DTYPE=509)

- 0 Unknown
- 1 False
- 2 True

## Script Type (DTYPE=513)

- 1 Unknown Script Type
- 2 Data Collection
- 3 Enhanced Queuing
- 4 Simple Queuing
- 5 Simple Routing
- 6 Enhanced Routing
- 7 Voice Data
- 8 Outbound Campaign
- 9 Outbound Format
- 10 Outbound List
- 11 Outbound Filter
- 12 Outbound Treatment
- 13 Outbound Alert
- 14 Schedule
- 15 Alarm Detection
- 16 Alarm Reaction
- 17 VSS System Schema
- 18 VSS Shared Schema
- 19 VSS Server Schema
- 20 VSS Object
- 21 E-mail Acknowledge Receipt
- 22 Capacity Rule
- 23 Interaction Queue
- 24 Interaction Queue View
- 25 Interaction Workbin
- 26 Interaction Submitter
- 27 Interaction Snapshot
- 28 Business Process
- 29 Supervisor Data
- 30 Interaction Workflow Trigger
- 31 GVP Report
- 32 Outbound Schedule
- 33 ESS Dial Plan

## Action Code Type (DTYPE=514)

- 0 Unknown Action Code Type
- 1 Inbound Call
- 2 Outbound Call
- 3 Internal Call
- 4 Transfer
- 5 Conference
- 6 Login
- 7 Logout

- 8 Ready
- 9 Not Ready
- 10 Busy On
- 11 Busy Off
- 12 Forward On
- 13 Forward Off

### Table Access Type (DTYPE=515)

- 0 Unknown Table Type
- 1 Calling List
- 2 Log Table
- 3 ANI
- 4 LATA
- 5 NPA
- 6 NPA-NXX
- 7 State Code
- 8 Info Digits
- 9 Country Code
- 10 Customer Defined Table
- 11 Do Not Call List
- 12 E-mail Contact List

### Field Data Type (DTYPE=516)

- 0 Unknown Data Type
- 1 int
- 2 float
- 3 char
- 4 varchar
- 5 datetime

### Field Type (DTYPE=517)

- 0 Unknown Field Type
- 1 Record ID

- 2 Contact Info
- 3 Record Type
- 4 Record Status
- 5 Dialing Result
- 6 Number of Attempts
- 7 Scheduled Time
- 8 Call Time
- 9 From
- 10 To
- 11 Time Zone
- 12 Campaign
- 13 Agent
- 14 Chain
- 15 Number In Chain
- 16 User-Defined Field
- 17 ANI
- 18 LATA
- 19 NPA
- 20 NPA-NXX
- 21 State Code
- 22 Info Digits
- 23 Country Code
- 24 Contact Info Type
- 25 Group
- 26 Application
- 27 Treatments History
- 28 Media Reference
- 29 E-mail Subject
- 30 E-mail Template ID
- 31 Switch ID

#### GCTI Call State (DTYPE=518)

- 0 Ok
- 1 Transferred
- 2 Conferenced
- 3 General Error
- 4 System Error
- 5 Remote Release
- 6 Busy
- 7 No Answer
- 8 SIT Detected
- 9 Answering Machine Detected
- 10 All Trunks Busy
- 11 SIT Invalid Number
- 12 SIT VC (Vacant Code)
- 13 SIT IC (Intercept)
- 14 SIT Unknown Call State
- 15 SIT NC (No Circuit)
- 16 SIT RO (Reorder)
- 17 Fax Detected
- 18 Queue Full
- 19 Cleared
- 20 Overflowed
- 21 Abandoned
- 22 Redirected
- 23 Forwarded
- 24 Consult
- 25 Pickedup
- 26 Dropped
- 27 Dropped on No Answer
- 28 Unknown Call Result
- 29 Covered
- 30 Converse-On
- 31 Bridged
- 32 Silence
- 33 Answer
- 34 NU Tone
- 35 No Dial Tone

- 36 No Progress
- 37 No RingBack Tone
- 38 No Established Detected
- 39 Pager Detected
- 40 Wrong Party
- 41 Dial Error
- 42 Call Drop Error
- 43 Switch Error
- 44 No Port Available
- 45 Transfer Error
- 46 Stale
- 47 Agent CallBack Error
- 48 Group CallBack Error
- 49 Deafend
- 50 Held
- 51 Do Not Call
- 52 Cancel Record
- 53 Wrong Number

### Treatment Action Code (DTYPE=519)

- 0 Unknown Action
- 1 No Treatment
- 2 Update all records in chain
- 3 Redial
- 4 Retry in
- 5 Retry at specified date
- 6 Next in chain
- 7 Next in chain after
- 8 Next in chain at specified date
- 9 Assign to Group
- 10 Mark as Agent Error
- 11 Reschedule
- 12 Delegate for processing
- 13 Execute SQL statement

### Treatment Call Action Code (DTYPE=520)

- 0 Unknown Action Code
- 1 Connect
- 2 Drop
- 3 Mute Transfer
- 4 Transfer
- 5 Route

- 6 Play a message
- 7 Send a fax
- 8 Send a page
- 9 Send an e-mail

### Campaign Group Dialing Mode (DTYPE=521)

- 0 Unknown Dialing Mode
- 1 Predictive
- 2 Progressive
- 3 Preview
- 4 Progressive with seizing
- 5 Predictive with seizing
- 6 Power
- 7 Power with seizing
- 8 Push Preview
- 9 Progress GVP
- 10 Predict GVP
- 11 Power GVP

### Campaign Group Operation Mode (DTYPE=522)

- 0 Unknown Operation Mode
- 1 Manual
- 2 Scheduled

### Campaign Group Optimization Method (DTYPE=523)

- 0 Unknown Optimization Criteria
- 1 Agent Busy Factor
- 2 Overdial Rate
- 3 Average Waiting Time

### IVR Type (DTYPE=524)

- 0 Unknown IVR Type
- 1 Conversant
- 2 WVR for AIX
- 3 Syntellect Vocal Point
- 4 Syntellect Premier
- 5 Syntellect Vista
- 6 Voicetek
- 7 Agility
- 8 Meridian Integrated
- 9 Symposium Open
- 10 Edify
- 11 Brite
- 12 ShowNTel
- 13 Intervoice Brite
- 14 Periphonics VPS/is
- 15 Amerex
- 16 WVR for Windows
- 17 Genesys Voice Platform
- 18 MPS
- 19 Aspect CSS
- 20 Microsoft Speech Server
- 21 Other IVR Type
- 22 Envoy

### Object Type (DTYPE=528)

- |                    |                       |
|--------------------|-----------------------|
| • 0 Unknown Object | • 7 Tenant            |
| • 1 Switch         | • 8 Solution          |
| • 2 DN             | • 9 Application       |
| • 3 Person         | • 10 Host             |
| • 4 Place          | • 11 Switching Office |
| • 5 Agent Group    | • 12 Script           |
| • 6 Place Group    | • 13 Skill            |

- 14 Action Code
- 15 Agent Login
- 16 Transaction
- 17 DN Group
- 18 Statistical Day
- 19 Statistical Table
- 20 Application Template
- 21 Access Group
- 22 Folder
- 23 Field
- 24 Format
- 25 Table Access
- 26 Calling List
- 27 Campaign
- 28 Treatment
- 29 Filter
- 30 Time Zone
- 31 Voice Prompt
- 32 IVR Port
- 33 IVR
- 34 Alarm Condition
- 35 Business Attribute
- 36 Business Attribute Value
- 37 Objective Table
- 38 Campaign Group
- 39 GVP Reseller
- 40 GVP Customer
- 41 GVP IVR Profile
- 42 Scheduled Task
- 43 Role
- 44 Agent Login Info
- 45 DN Info
- 46 Service Info
- 47 Skill Level
- 48 Switch Access Code
- 49 DN Access Number
- 1017 Switch Access Code
- 1019 DN Access Number
- 1020 Application Rank
- 1021 Skill Level
- 1022 Agent Login Info
- 1023 DN Info
- 1024 Service Info
- 1025 Application Service Permission
- 1027 Sub code
- 1028 Interval Count
- 1029 Calling List Info
- 1030 Campaign Group Info
- 1031 Log Event
- 1032 Solution Component
- 1033 Cfg ID
- 1034 Cfg ACE
- 1035 Cfg ACL
- 1036 Server Host ID
- 1037 Server Version
- 1038 Connection Info
- 1040 Solution Component Definition
- 1041 Objective Table Record
- 1042 Update Package Record
- 1043 Library Link
- 1044 Object Resource
- 1045 Port Info
- 1046 Role Member

### Group Type (DTYPE=540)

- 0 Unknown Group Type
- 1 Agent Group
- 2 Place Group
- 3 DN Group
- 4 Access Group

### GCTI Record Type (DTYPE=543)

- 0 No Record Type
- 1 Unknown Record Type
- 2 General
- 3 Campaign Rescheduled
- 4 Personal Rescheduled
- 5 Personal CallBack
- 6 Campaign CallBack
- 7 No Call

### GCTI Record Status (DTYPE=544)

- 0 No Record Status
- 1 Ready
- 2 Retrieved
- 3 Updated
- 4 Stale
- 5 Cancelled
- 6 Agent Error
- 7 Chain Updated
- 8 Missed CallBack
- 9 Chain Ready
- 10 Delegated

### GCTI Contact Type (DTYPE=545)

- 0 No Contact Type
- 1 Home Phone
- 2 Direct Business Phone
- 3 Business With Extension
- 4 Mobile
- 5 Vacation Phone
- 6 Pager
- 7 Modem
- 8 Voice Mail
- 9 Pin Pager
- 10 E-Mail address
- 11 Instant Messaging

### DN Register Flag (DTYPE=555)

- 0 Unknown Flag
- 1 False
- 2 True
- 3 On Demand

### Enumerator Type (DTYPE=556)

- 0 Unknown
- 1 Interaction Operational Attribute
- 2 Role
- 3 Contact Attribute
- 4 Custom
- 5 GVP Master List
- 6 GVP Custom List
- 7 GVP Master Default
- 8 GVP Custom Default
- 9 GVP Alias