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Interaction Concentrator Physical Data Model for an Oracle Database

Active Call and Active Interaction Schema

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Active Call and Active Interaction Schema

The tables in this schema contain data regarding calls and interactions that are currently active. When ICON detects a new call or interaction, it adds a new record to the corresponding table. When a call or interaction is terminated by ICON, the record for that call or interaction is deleted from the table.

To resolve stuck calls and interactions efficiently, the data in these tables is read whenever ICON starts. At that time, all calls and interactions still in the tables are marked as terminated, which also removes them from the Active Call and Active Interaction tables.

Active Call and Active Interaction Schema Diagram

G_CALL_ACTIVE			G_IR_ACTIVE		
ID	INTEGER	Spk2	ID	INTEGER	Spk2
CallID	VARCHAR2(50)		IRID	VARCHAR2(50)	
ParentCallID	VARCHAR2(50)		State	INTEGER	
MergeCallID	VARCHAR2(50)		ParentIRID	VARCHAR2(50)	
MergeType	INTEGER		ParentLinkType	INTEGER	
ConnID	VARCHAR2(50)		RootCallID	VARCHAR2(50)	
ConnIDnum	NUMBER(20)		RootIRID	VARCHAR2(50)	
SwitchCallID	INTEGER		MergeState	INTEGER	
IRID	VARCHAR2(50)		Created	TIMESTAMP(3)	
RootIRID	VARCHAR2(50)		Created_ts	INTEGER	
State	INTEGER		Created_tcode	INTEGER	
CallType	INTEGER		Terminated	TIMESTAMP(3)	
MediaType	INTEGER		Terminated_ts	INTEGER	
SwitchID	INTEGER		Terminated_tcode	INTEGER	
TenantID	INTEGER		GSYS_DOMAIN	INTEGER	
CallANI	VARCHAR2(50)		GSYS_PARTITION	INTEGER	
CallDNIS	VARCHAR2(50)		GSYS_SYS_ID	INTEGER	
Created	TIMESTAMP(3)		GSYS_SEQ	INTEGER	
Created_ts	INTEGER		GSYS_USEQ	INTEGER	
Created_tcode	INTEGER		GSYS_TS	TIMESTAMP(3)	
Terminated	TIMESTAMP(3)		GSYS_TC	INTEGER	
Terminated_ts	INTEGER		GSYS_EXT_VCH1	VARCHAR2(255)	
Terminated_tcode	INTEGER		GSYS_EXT_VCH2	VARCHAR2(255)	
GSYS_DOMAIN	INTEGER		GSYS_EXT_INT1	INTEGER	
GSYS_PARTITION	INTEGER		GSYS_EXT_INT2	INTEGER	
GSYS_SYS_ID	INTEGER		GSYS_MSEQ	INTEGER	
GSYS_SEQ	INTEGER		GSYS_MSEQ_TS	TIMESTAMP(3)	
GSYS_USEQ	INTEGER				
GSYS_TS	TIMESTAMP(3)				
GSYS_TC	INTEGER				
GSYS_EXT_VCH1	VARCHAR2(255)				
GSYS_EXT_VCH2	VARCHAR2(255)				
GSYS_EXT_INT1	INTEGER				
GSYS_EXT_INT2	INTEGER				

Active Call and Active Interaction Data Model
Diagram View Large

List of Tables

Table	Description
G_CALL_ACTIVE	This table contains information regarding the latest state of the interaction, according to information received from either the T-Server or Interaction Server applications.

Table	Description
G_IR_ACTIVE	This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.

List of Indexes

Table	Index Name	U	C
G_CALL_ACTIVE	IDX_G_CALL_A_CID	X	
G_IR_ACTIVE	IDX_G_IR_A_IRID	X	

List of References

No references defined.