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Interaction Concentrator Physical Data Model for an Oracle Database

Custom States Schema

12/19/2025

Custom States Schema

3 tables, containing data related to user data attached to voice interactions.

Custom States Schema Diagram

G_CUSTOM_DATA_P			G_CUSTOM_DATA_S			G_CUSTOM_STATES		
ID	NUMBER(10)	DATE	ID	NUMBER(10)	DATE	ID	NUMBER(10)	DATE
CardID	VARCHAR2(50)		CardID	VARCHAR2(50)		CardID	VARCHAR2(50)	
PartyID	VARCHAR2(50)		PartyID	VARCHAR2(50)		PartyID	VARCHAR2(50)	
PSEQ	INTEGER		PSEQ	INTEGER		PSEQ	INTEGER	
ExpPcode	INTEGER		ExpPcode	INTEGER		ExpPcode	INTEGER	
ExpPcodeN	VARCHAR2(255)		ExpPcodeN	VARCHAR2(255)		ExpPcodeN	VARCHAR2(255)	
AgentID	INTEGER		AgentID	INTEGER		AgentID	INTEGER	
Swaid	INTEGER		Swaid	INTEGER		Swaid	INTEGER	
Tenaid	INTEGER		Tenaid	INTEGER		Tenaid	INTEGER	
Added	TIMESTAMP(3)		StateChn	INTEGER		StateChn	INTEGER	
Added_N	INTEGER		Value	VARCHAR2(255)		CUST_DATA_1	VARCHAR2(128)	
Added_Ncode	INTEGER		Added	TIMESTAMP(3)		CUST_DATA_2	VARCHAR2(128)	
CUST_DATA_1	VARCHAR2(128)		Added_N	INTEGER		CUST_DATA_3	VARCHAR2(128)	
CUST_DATA_2	VARCHAR2(128)		Added_Ncode	INTEGER		CUST_DATA_4	VARCHAR2(128)	
CUST_DATA_3	VARCHAR2(128)		GVYS_DOMAIN	INTEGER		CUST_DATA_5	VARCHAR2(128)	
CUST_DATA_4	VARCHAR2(128)		GVYS_PARTITION	INTEGER		CUST_DATA_6	VARCHAR2(128)	
CUST_DATA_5	VARCHAR2(128)		GVYS_ID	INTEGER		CUST_DATA_7	VARCHAR2(128)	
CUST_DATA_6	VARCHAR2(128)		GVYS_SEQ	INTEGER		CUST_DATA_8	VARCHAR2(128)	
CUST_DATA_7	VARCHAR2(128)		GVYS_USEQ	INTEGER		CUST_DATA_9	VARCHAR2(128)	
CUST_DATA_8	VARCHAR2(128)		GVYS_TS	TIMESTAMP(3)		CUST_DATA_10	VARCHAR2(128)	
CUST_DATA_9	VARCHAR2(128)		GVYS_TC	INTEGER		CUST_DATA_11	VARCHAR2(128)	
CUST_DATA_10	VARCHAR2(128)		GVYS_EXT_VCH1	VARCHAR2(255)		CUST_DATA_12	VARCHAR2(128)	
CUST_DATA_11	VARCHAR2(128)		GVYS_EXT_VCH2	VARCHAR2(255)		CUST_DATA_13	VARCHAR2(128)	
CUST_DATA_12	VARCHAR2(128)		GVYS_EXT_INT1	INTEGER		CUST_DATA_14	VARCHAR2(128)	
CUST_DATA_13	VARCHAR2(128)		GVYS_EXT_INT2	INTEGER		CUST_DATA_15	VARCHAR2(128)	
CUST_DATA_14	VARCHAR2(128)					CUST_DATA_16	VARCHAR2(128)	
CUST_DATA_15	VARCHAR2(128)					CUST_DATA_17	VARCHAR2(128)	
CUST_DATA_16	VARCHAR2(128)					CUST_DATA_18	VARCHAR2(128)	
CUST_DATA_17	VARCHAR2(128)					CUST_DATA_19	VARCHAR2(128)	
CUST_DATA_18	VARCHAR2(128)							
CUST_DATA_19	VARCHAR2(128)							
GVYS_DOMAIN	INTEGER							
GVYS_PARTITION	INTEGER							
GVYS_ID	INTEGER							
GVYS_SEQ	INTEGER							
GVYS_USEQ	INTEGER							
GVYS_TS	TIMESTAMP(3)							
GVYS_TC	INTEGER							
GVYS_EXT_VCH1	VARCHAR2(255)							
GVYS_EXT_VCH2	VARCHAR2(255)							
GVYS_EXT_INT1	INTEGER							
GVYS_EXT_INT2	INTEGER							

Custom States Data Model Diagram View Large

List of Tables

Table	Description
G_CUSTOM_DATA_P	This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEEvents.
G_CUSTOM_DATA_S	This table records the changes to the user data that is associated with a voice call.
G_CUSTOM_STATES	This table contains detailed information about an agent's state changes during his or her login session.

List of Indexes

No indexes are defined.

List of References

No references defined.