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Interaction Concentrator Physical Data Model for an Oracle Database

Table GC_AGENT

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This table describes information about the configuration of Person (Agent) objects.

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	INTEGER	X	X		DBID of the Person object. This is the primary key.
TenantID	INTEGER		X	X	The DBID of the Tenant to which this object belongs.
FolderID	INTEGER				The DBID of the Folder for the object.
UserName	VARCHAR2(255)		X		Person's user name (logon name).
FirstName	VARCHAR2(64)				Person's first name.
LastName	VARCHAR2(64)				Person's last name.
EmployeeID	VARCHAR2(64)		X		Code identifying this person within the Tenant's

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Column	Data Type	P	M	F	Description
					staff. This value must be no longer than 64 characters.
Email	VARCHAR2(255)				Person's e-mail address.
Type	INTEGER		X		The flag showing whether this Person object is configured as an Agent or a Supervisor (non-Agent). This corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine agency. • 1—False. The Person object does not have the Is Agent flag; it is a Supervisor. • 2—True. The Person object has the Is Agent flag; it is an Agent. #DICTIONARY TYPE 509
State	INTEGER		X		The object state. This corresponds to the CfgObjectState

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Column	Data Type	P	M	F	Description
					enumeration (Configuration Server). One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine object state. • 1—Enabled. • 2—Disabled. #DICTIONARY TYPE 500
PlaceID	INTEGER			X	The DBID of the Place that is assigned to this agent.
Status	INTEGER		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 10—Synchronization is in progress for an active record.

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Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 24
Created	TIMESTAMP(3)				The GMT-equivalent date and time when the object was written to IDB. This is not necessarily the actual creation time of the record.
Deleted	TIMESTAMP(3)				The GMT-equivalent date and time when this object was removed.
LastChange	TIMESTAMP(3)				The GMT-equivalent date and time of the last change to the object (including creation or removal).
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	INTEGER				The UTC-equivalent value of the DELETED field.
Deleted_tcode	INTEGER				A reference, derived from the value in the DELETED_TS field, to a

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Column	Data Type	P	M	F	Description
					record in the G_TIMECODE table.
LastChange_ts	INTEGER				The UTC-equivalent value of the LASTCHANGE field.
LastChange_tcode	INTEGER				A reference, derived from the value in the LASTCHANGE_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				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	INTEGER				A key that is used for partitioning.
GSYS_SYS_ID	INTEGER				System ID. Reserved for future use.
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	TIMESTAMP(3)				Reserved
GSYS_TC	INTEGER				Reserved

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Column	Data Type	P	M	F	Description
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested

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Column	Data Type	P	M	F	Description
					from Configuration Server; either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	INTEGER				Reserved