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Interaction Concentrator Physical Data Model for an Oracle Database

Table GX_SESSION_ENDPOINT

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This table contains records that reflect the associations between endpoints and the login session. Whether ICON writes to this table is determined by the setting of one or more configuration options in the **[filter-data]** section.

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	NUMBER(16)	X	X		The unique, autonumbered ID of the record. This is the primary key.
AgentID	INTEGER			X	The DBID of the agent (Person) configuration object. This always has the same value as in the related record in the G_LOGIN_SESSION table.
EndPointID	INTEGER			X	The DBID of the agent's endpoint (DN) configuration object in

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Column	Data Type	P	M	F	Description
					Configuration Server. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is 0.
EndPointType	INTEGER				The type of the endpoint (DN), as specified in Configuration Server. This value is 0 for interactions originating from Interaction Server. In a SIP Cluster environment, the value for this field is 1.
QueueID	INTEGER				If the association between the agent's DN and a particular queue (ACDQ) is detected, then this field contains the DBID of the Queue (DN with type ACDQ) configuration object in Configuration Server. A value of NULL indicates that no association was detected.
QueueType	INTEGER				The type of the Queue (DN), as specified in Configuration Server. This field is not

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Column	Data Type	P	M	F	Description
					applicable (NULL) for interactions originating from Interaction Server.
PlaceID	INTEGER				The DBID of the Place configuration object in Configuration Server, if a Place object is configured. In a SIP Cluster environment, the value for this field is NULL.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESS
State	INTEGER		X		The state of the association between the Endpoint and the Queue, in the agent's login session. May be active or terminated. If the agent logs out from a queue, with the login session not yet finished, then just the record related to the queue will be marked as terminated. One of the following values: • 0—terminated. • 1—active.

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Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 82
Type	INTEGER		X		The type of the record. One of the following values: • 0—agent_dn—The record was added without information about queue. • 1—queue—The record was added with queue specified. • 2—media—The record was added with specified media. #DICTIONARY TYPE 12
Created	TIMESTAMP(3)		X		The GMT-equivalent date and time when the association between endpoint (or endpoint and queue) and the agent's login session is detected.
Created_ts	INTEGER				The UTC-equivalent value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to a record in the

Table GX_SESSION_ENDPOINT

Column	Data Type	P	M	F	Description
					G_TIMECODE table.
Terminated	TIMESTAMP(3)				The GMT-equivalent date and time when the record was terminated; that is, the date and time when the association no longer exists.
Terminated_ts	INTEGER				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_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.

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Column	Data Type	P	M	F	Description
GSYS_SEQ	INTEGER				Insert Sequence. Not unique.
GSYS_USEQ	INTEGER				Update Sequence. Not unique.
GSYS_TS	TIMESTAMP(3)				Reserved
GSYS_TC	INTEGER				Reserved
GSYS_EXT_VCH1	VARCHAR2(255)				A string value with the name of the media type for a 3rd Party Media interaction, as reported by Interaction Server. When the field GSYS_EXT_INT1 indicates that this is a 3rd Party Media interaction (1000—Open Media), the stored string is the name of the media type. For example, "fax". In a SIP Cluster environment, records the DN name.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				The media type of this interaction. One of the following values: • 0—Unknown. Reserved for when ICON is unable to determine media type. • 1—Voice. • 2—Email. • 3—Chat.

Table GX_SESSION_ENDPOINT

Column	Data Type	P	M	F	Description
					1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				Reserved