Interaction Concentrator Physical Data Model for an Oracle Database

Table G_AGENT_STATE_HISTORY

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This table contains detailed information about state changes during the agent's login session. The records inserted into this table include:

- changes to the agent's state.
- changes to the agent's pending state.
- changes to the agent's workmode.
- indication that the agent connected to a call.
- indication the agent disconnected from a call.

The setting of the **gls-enable-acw-busy** and **gls-acw-first** configuration options may affect the values of certain fields in this table. The setting of configuration options in the **[filter-data]** section may also impact records in this table. Refer to the *Interaction Concentrator Deployment Guide* for a description of the **gls-enable** options and those options available 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.
Type	INTEGER		X		The type of the record. One of

Column	Data Type	P	M	F	Description
					the following values:
					• -1—unknown
					• 0—normal–Reserved.
					• 5—state–Records of this type track changes of agent's state.
					• 6—pending_state–Records of this type track changes of agent's pending state (when agent's state remains the same).
					• 7—add_party–Records of this type track addition (one by one) of parties connected with the agent (at least one party is already connected).
					• 8—rem_party–Records of this type track removal (one by one) of parties connected with the agent (at least one party is still connected).
					• 9—state_forced–Records

Column	Data Type	P	M	F	Description
					of this type track changes of agent's state that were forced by information received for another device. • 1 0—pending_forced–Records of this type track changes of agent's pending state that were forced by information received for another device. • 1 1—reason–Records of this type track changes of agent's workmode (when agent's state remains the same). #DICTIONARY TYPE 13
State	INTEGER		X		The state of the agent on the device (endpointid) against a queue (queueid), or the previous state in G_AGENT_STATE_HISTORY table. One of the following

Column	Data Type	P	M	F	Description
					values: • 0—null–Agent is logged off. • 1—login–Agent is logged in, but no information indicates whether the agent is ready to receive calls. • 2—notready–Agent is not ready to receive calls. • 3—ready–Agent is ready to receive calls. • 4—acw–Agent is in the After Call Work state. • 5—busy–Agent is on the call. • 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to disconnection from T-Server or some similar reason). #DICTIONARY TYPE 16

Column	Data Type	P	M	F	Description
PendingState	INTEGER				The pending state of the agent (if known). The agent's state will be changed to this state after the current state finishes. One of the following values: • null–No pending state at the time. • 2—notready–Not ready. • 3—ready–Ready. • 4—acw–After call work. #DICTIONARY TYPE 17
Seq	INTEGER		X		The sequence number of the state changes record. Each time that an agent's state on a device changed (against queue, if specified), this field has the next value. Agent state change types are listed at the top of this topic.
LSeq	INTEGER				The sequence number of the record within the a given login session.
PSeq	INTEGER				The sequence number of the record within the same

Column	Data Type	P	M	F	Description
					state. If a pending state changed, this field has the next value. Records that reflect state changes have 0 in this field. Records that reflect pending state changes have a non-zero value in this field.
PrevState	INTEGER				State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values: • 0—null–Agent is logged off. • 1—login–Agent is logged in, but no information indicates whether the agent is ready to receive calls. • 2—notready–Agent is not ready to receive calls. • 3—ready–Agent is ready to receive calls. • 4—acw–Agent is in the After Call

Column	Data Type	P	M	F	Description
					Work state. • 5—busy–Agent is on the call. • 6—unknown–Agent's login session is present, but ICON has no information about agent's state (due to disconnection from T-Server or some similar reason). #DICTIONARY TYPE 16
PrevSEnter	TIMESTAMP(3)				The GMT-equivalent date and time when the previous agent state was detected.
PrevSEnter_ts	INTEGER				The UTC-equivalent value of the PREVSENTER field.
PrevSEnter_tcode	INTEGER				A reference, derived from the value of the PREVSENTER_TS field, to a record in the G_TIMECODE table.
Cause	INTEGER				The cause of creation of the record • 0—nocause–No

Column	Data Type	P	M	F	Description
					cause. Reserved for future use. • 1—normal–The record was added as result of a TEvent that was received for the endpoint specified in the record. • 2—forced_pause–Reserved. • 3—forced_transition–The record was added to reflect changes in the agent's state (for example, pending state or workmode) that were forced by information received for another endpoint, or that resulted from information taken from the pending state. • 4—autowork–After call work has started. #DICTIONARY TYPE 14
AgentStateCondition	INTEGER				Additional, detailed information regarding the forced state

Column	Data Type	P	M	F	Description
					change. One of the following values: • 0—nocondition–Reserved. • 1—normal–The state change was not forced. • 2—forced_by_another_devic state change was forced by another device. • 3—forced_by_pending_state state change was forced by a pending state. • 4—forced_by_connection_in state change was forced by information in EventRegistered or was a result of a disconnection from T-Server. #DICTIONARY TYPE 15
WorkMode	INTEGER				The workmode of the agent state as reported by T-Server. One of the following values: • 0—unknown–Reserved for cases when ICON and/or T-Server is unable to determine

Column	Data Type	P	M	F	Description
					WORKMODE. • 1—manualin–(AgentManual the agent has to perform a manual operation to become available. • 2—autoin–(AgentAutoIn) the switch's control system decides agent availability. • 3—aftercallwork–(AfterCallV the state where a device, on behalf of an agent, is no longer involved with an ACD call. While in this state, the agent is performing administrative duties for a previous call and cannot receive further calls from the ACD. • 4—auxwork–(AgentAuxWor auxiliary work, the agent is not ready to receive calls (specific to the G3 switch only). • 6—walkaway–(Walk

Column	Data Type	P	M	F	Description
					Away) the state where an agent is logged in to an ACD group, but is understood not to be at the agent workstation, and thus not prepared to handle calls that the ACD distributes. • 7—returnback–(AgentRetur the agent has indicated return to the agent workstation (only used for transition from Walk Away state). #DICTIONARY TYPE 18
ReasonCode	VARCHAR2(255)				The hardware reason code value (switch reason code) by the value of the key ReasonCode in the Extensions section.
SysReason	INTEGER				The system reason. An internal ICON reason to create a record.
AgentID	INTEGER			X	The DBID of the agent (person)

Column	Data Type	P	M	F	Description
					configuration object.
LoginID	INTEGER				The DBID of the Login (the AgentID in the configuration database) on the switch. In a SIP Cluster environment, the value for this field is NULL.
EndPointID	INTEGER				The DBID of the agent's endpoint (DN) configuration object in Configuration Server. In a SIP Cluster environment, the value for this field is 0.
QueueID	INTEGER				The DBID of the Queue (ACDQ) configuration object in Configuration Server, where the agent logged in. A value of 0 (zero) indicates that no queue is specified for this record.
PlaceID	INTEGER				The DBID of the place configuration object (if configured). This is the place where the agent logged in. In a SIP Cluster environment, the value for this field is NULL.

Table G_AGENT_STATE_HISTORY

Column	Data Type	P	M	F	Description
LoginSessionID	VARCHAR2(50)				The ID (GUID) of the agent's login session. Refer to the record in G_LOGIN_SESSION.
PartyID	VARCHAR2(50)				The PartyID of the party that is related to the record. Refer to G_PARTY. The PartyID can be either the party that connected with the agent or the party for the detected ACW state.
Added	TIMESTAMP(3)		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.
Added_ts	INTEGER				The UTC-equivalent value of the ADDED field.
Added_tcode	INTEGER				A reference, derived from the value of the ADDED_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

Column	Data Type	P	M	F	Description
					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
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)				If the **gls-store-event-seq** configuration option is set to 1, then this

Column	Data Type	P	M	F	Description
					field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is either 0 (when events come from Interaction Server 7.5) or null (when events come from Interaction Server 7.6 or T-Server 7.5+).
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. • 1000—Open Media. #DICTIONARY TYPE 6
GSYS_EXT_INT2	INTEGER				The Agent's *busy level*—The number of calls with which the agent was connected at the time the history record

Column	Data Type	P	M	F	Description
					was added. The calls are counted separately for each login session of the agent (if more than one login session exists at the same time on different switches).