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Interaction Concentrator Physical Data Model for an Oracle Database

Table G_CALL_HISTORY

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This table contains chronological information on all of the states of voice or multimedia interactions, according to data received from T-Server or Interaction Server. 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
CHID	NUMBER(16)	X	X		The call history record ID. This is the primary key.
CallID	VARCHAR2(50)		X	X	The call UUID, as provided by the server.
CSeq	INTEGER		X		The call history record sequence number, from the call creation time.
ChangeType	INTEGER				The type of change of call state • 1—call_created • 2—call_terminated

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Column	Data Type	P	M	F	Description
					• 3—call_merged—Call merge (to another). • 4—call_trfailed—Call scenario error. #DICTIONARY TYPE 1
RefID	VARCHAR2(50)				The reference to the call that is left after the merge operation (transfer or conference) for the call terminated record. This field is null otherwise.
Added	TIMESTAMP(3)		X		The GMT-equivalent date and time when the record was added. The time is taken from the T-Server event, which triggers the creation of the call history record.
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

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					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
GSYS_EXT_VCH1	VARCHAR2(255)				Reserved
GSYS_EXT_VCH2	VARCHAR2(255)				A flag indicating stuck interactions: • 0—Indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking interactions as stuck and to

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					complete the processing of the interaction following the recording of related user data in IDB. • 1—Indicates an interaction that has been determined as stuck. • NULL—The value before the processing of interaction termination begins.
GSYS_EXT_INT1	INTEGER				Defines whether a call or interaction was reported by T-Server or by Interaction Server. It can have either of the following values: • NULL—Call was reported by T-Server. Any other value—Interaction was reported by Interaction Server.
GSYS_EXT_INT2	INTEGER				Reserved