GENESYS

Interaction Concentrator Physical Data Model for an Oracle Database

Table G_CALL_STAT

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This table contains information regarding voice call statistics, which are summarized upon completion of the call. 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 this record. This is the primary key.
CallID	VARCHAR2(50)		X		The unique ID of the call. The IxnGUID.
F_CONN	SMALLINT				This flag is set to TRUE if at least one INTERNAL or EXTERNAL party in a call changed state to CONNECTED with call control event CallControlEvent_Established.
F_CONN_EXTN	SMALLINT				This flag is set

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					to TRUE if at least one INTERNAL party in a call changed state to LocalConnectionState_connect with call control event CallControlEvent_Established, and this party was on the device of type "Extension" or "ACD Position".
F_TE_ABND	SMALLINT				This flag is set to TRUE if EventAbandoned was reported by T-Server on the call.
CNT_HOLD	INTEGER				This is the number of times an internal party in a call changed state to hold, with a call control event Held.
CNT_DIVERT	INTEGER				This is the number of times an internal party in a call changed state to null, with a call control event Diverted.
CNT_TRANSFER	INTEGER				This is the number of times a SingleStepTransfer or a TwoStepTransfer was reported in a call.
CNT_TRANSFER_LGM	INTEGER				This is the number of times a call was transferred by the party which was on

Column	Data Type	P	M	F	Description
					the device that has the agent logged in.
CNT_CONFERENCE	INTEGER				This is the number of times that a two-step conference was reported in a call.
T_DURATION	INTEGER				This is the duration of the time interval from initiation to termination of the call.
T_CONN	INTEGER				This is the duration of the time interval from initiation of the call to the moment when the F_CONN flag is set to TRUE. If the F_CONN flag is not set to TRUE, then the value of T_CONN is 0.
T_CONN_EXTN	INTEGER				This is the duration of the time interval from the initiation of the call to the moment when F_CONN_EXTN flag is set to TRUE. If the F_CONN_EXTN flag is not set to TRUE, the value of T_CONN_EXTN is 0.
T_TE_ABND	INTEGER				This is the duration of the time interval from the initiation of the call to the moment when

Column	Data Type	P	M	F	Description
					the F_TE_ABND flag is set to TRUE. If the F_TE_ABND flag is not set to TRUE, then the value of T_TE_ABND is 0.
TT_ALERTING	INTEGER				This is the sum of all the time interval durations if there was at least one internal party in a call in the ALERTING state.
TT_CONNECTED	INTEGER				This is the sum of all the time intersections when all parties in a call were simultaneously in a CONNECTED state.
TT_HOLD	INTEGER				This is the sum of all the time interval durations when there was at least one internal party in a call in the HOLD state.
TT_QUEUED	INTEGER				This is the sum of all the time interval durations when there was at least one internal party in a call in the QUEUED state.
CM_EXT_1	INTEGER				Reserved
CM_EXT_2	INTEGER				Reserved
CM_EXT_3	INTEGER				Reserved
CM_EXT_4	INTEGER				Reserved

Column	Data Type	P	M	F	Description
CM_EXT_5	INTEGER				Reserved
CM_EXT_6	INTEGER				Reserved
CM_EXT_7	INTEGER				Reserved
CM_EXT_8	INTEGER				Reserved
CM_EXT_9	INTEGER				Reserved
CM_EXT_10	INTEGER				Reserved
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
GSYS_EXT_VCH1	VARCHAR2(255)				Indicates the device (endpoint) that initiated call termination. ICON stores one of the following in this field:

Column	Data Type	P	M	F	Description
					• The string that T-Server delivers in the AttributeCtrlParty attribute in EventCallDeleted. The string is stored only when (a) ICON processes data from a T-Server (release 8.0 or later) for the Alcatel A4400 switch, and (b) the **store-releasing-party** configuration option enables this feature (**store-releasing-party** = 1|true|y).
					• An empty string if T-Server does not report the AttributeCtrlParty attribute in EventCallDeleted or else the **store-releasing-party** configuration option disables this feature (**store-releasing-party** = (tt>0|false|n). The default

Column	Data Type	P	M	F	Description
					value of the option is 0. The endpoint that initiated call termination is stored in IDB as reported by T-Server. In a multi-site deployment, the endpoint that initiated call deletion might be reported either as the DN on the remote site, or else as "Access Code + External Routing Point".
GSYS_EXT_VCH2	VARCHAR2(255)				Specifies the party associated with the endpoint that initiated call termination, if ICON is able to identify it. If the **store-releasing-party** configuration option enables this functionality (**store-releasing-party** = 1|true), ICON stores one of the following in this field: • The PartyID associated with the endpoint in GSYS_EXT_VCH1, if ICON can identify the party from the value of the AttributeCtrlParty attribute in

Column	Data Type	P	M	F	Description
					EventCallDeleted. • An empty string if ICON cannot identify the party from the value of the AttributeCtrlParty attribute in EventCallDeleted.
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Integer value of timestamp from last TEvents that cause record update.