Interaction Concentrator Physical Data Model for an Oracle Database

Table G_CALL_USERDATA

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Table G_CALL_USERDATA

This table stores the principal information regarding user data that is attached to voice call interactions.

> **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 interaction.
G_CUSTOMER_SEGMENT	VARCHAR2(255)				The value of the customer-segment attribute of userdata.
G_SERVICE_TYPE	VARCHAR2(255)				The value of the service-type attribute of userdata.
G_SERVICE_SUBTYPE	VARCHAR2(255)				The value of the service-subtype attribute of

Column	Data Type	P	M	F	Description
					userdata.
G_BUSINESS_RESULT	VARCHAR2(255)				The value of the business-result attribute of userdata.
CUSTOMER_ID	VARCHAR2(255)				The value of the customer-id attribute of userdata.
TRANSACTION_ID	VARCHAR2(255)				The value of the transaction-id attribute of userdata.
CAUSE_ID	VARCHAR2(255)				The value of the cause-id attribute of userdata.
ACCOUNT_ID	VARCHAR2(255)				The value of the account-id attribute of userdata.
DESTINATION_ID	VARCHAR2(255)				The value of the destination-id attribute of userdata.
TARGET_ID	VARCHAR2(255)				The value of the target-id attribute of userdata.
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).

Column	Data Type	P	M	F	Description
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)				Reserved
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved