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Interaction Concentrator Physical Data Model for an Oracle Database

Table G_DND_HISTORY

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This table stores information about the activation of the Do Not Disturb (DND) feature within an agent's session. The T-Server model registers DND events against individual DNs. For the Multimedia model, the DND feature can be activated or deactivated only for the agent's overall place, which may consist of more than one DN. As such, the ENDPOINTID field will always hold a value of 0 for interactions originating from 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
ID	NUMBER(16)	X	X		The unique, autonumbered ID of this record. This is the primary key.
LoginSessionID	VARCHAR2(50)		X		The agent's login session ID (GUID). The same value as stored in G_LOGIN_SESSION.LOGINSESS
AgentState	INTEGER				The state of the agent on the device (endpointid) against a queue

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Column	Data Type	P	M	F	Description
					(queueid), or the 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 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 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 a disconnection from T-Server, for example).

Table G_DND_HISTORY

Column	Data Type	P	M	F	Description
					#DICTIONARY TYPE 16
EndPointID	INTEGER		X		The DBID of the DN object that is associated with this record. This value is 0 for interactions originating from an Interaction Server. In a SIP Cluster environment, the value for this field is 0.
State	INTEGER		X		Do-not-disturb feature state. One of the following values: • 0—clear-Do not disturb flag is not set. • 1—set-Do not disturb flag is set. #DICTIONARY TYPE 80
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.

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Column	Data Type	P	M	F	Description
					• 1—login-Agent is logged in, but no information 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 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 a disconnection from T-Server, for example).
					#DICTIONARY TYPE 16
PrevSEnter	TIMESTAMP(3)				The GMT-equivalent date and time when the previous agent state was detected.

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Column	Data Type	P	M	F	Description
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.
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 description in System Fields (for DB2 , Microsoft SQL Server , Oracle , or

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Column	Data Type	P	M	F	Description
					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 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 field stores the event sequence number, as a string, from the triggering event for this record. Otherwise, this field is null.
GSYS_EXT_INT1	INTEGER				Reserved
GSYS_EXT_INT2	INTEGER				Reserved