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Interaction Concentrator Physical Data Model for an Oracle Database

Table G_IR

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This table contains information regarding the latest state of the interaction, according to the information supplied by a specific provider such as T-Server, Interaction Server, or Outbound Contact Server.

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.
IRID	VARCHAR2(50)		X		The Interaction Record ID. This is a unique ID assigned either by ICON for the interaction segment or interaction hierarchy for a single site call, or by a merge procedure for the interaction hierarchy for a multi-site call.
State	INTEGER		X		The interaction

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Column	Data Type	P	M	F	Description
					<p>record state. One of the following values:</p> <ul style="list-style-type: none"> • 0—Unknown. Reserved. • 1—Active. The interaction segment corresponds to an active call. • 2—Terminated. The interaction segment corresponds to a terminated call or an updated interaction hierarchy after a merge. <p>#DICTIONARY TYPE 7</p>
ParentIRID	VARCHAR2(50)				A reference to the parent IRID. This is assigned as the result of a call merge operation (for example, a transfer or a conference).
ParentLinkType	INTEGER				<p>Reserved. This field holds a 0 value in the current interaction hierarchy model.</p> <p>#DICTIONARY TYPE: 11</p>
RootCallID	VARCHAR2(50)		X	X	This is used for local calls. It is a reference to

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					the call for which this record was initiated. If this is the result of a merge procedure, an interaction record is created where this value refers to the first call in an interaction hierarchy.
RootIRID	VARCHAR2(50)				A reference to the first record in an interaction hierarchy. The value is updated by a merge procedure.
MergeState	INTEGER				<p>This is the result of a merge procedure execution. One of the following values:</p> <ul style="list-style-type: none"> • 1—Not_processed. The record was not processed by a merge procedure. • 2—Incomplete. The merge is in a pending state; not all of the data is available for the merge. • 3—Complete. The merge is complete; the

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Column	Data Type	P	M	F	Description
					<p>interaction details hierarchy can be used for analysis.</p> <p>#DICTIONARY TYPE 23</p>
Created	TIMESTAMP(3)		X		The GMT-equivalent date and time when the record was initiated.
Created_ts	INTEGER				The UTC-equivalent of the value of the CREATED field.
Created_tcode	INTEGER				A reference, derived from the value of the CREATED_TS field, to the G_TIMECODE table.
Terminated	TIMESTAMP(3)				The GMT-equivalent time when the record was terminated.
Terminated_ts	INTEGER				The UTC-equivalent of the value of the TERMINATED field.
Terminated_tcode	INTEGER				A reference, derived from the value of the TERMINATED_TS field, to the G_TIMECODE table.
GSYS_DOMAIN	INTEGER				Contains the data source session ID (DSS_ID) for

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					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)				If the record was created as a result of multimedia event processing and the information about the parent interaction ID was provided by an Interaction Server, but no related record in IDB was detected (for example, because old records were purged), this field contains

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					the parent interaction ID.
GSYS_EXT_VCH2	VARCHAR2(255)				<p>A flag indicating stuck interactions:</p> <ul style="list-style-type: none"> • 0—Indicates that the interaction should not be marked as stuck. ICON records this value upon start of call termination to prevent marking calls as stuck and to complete the processing of the interaction following the recording of related userdata in IDB. • NULL—The value before the processing of call termination begins. • 1—Indicates an interaction that is determined to be a stuck interaction.
GSYS_EXT_INT1	INTEGER				A flag indicating the source of the interaction:

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					<ul style="list-style-type: none"> • 1—Indicates a multimedia interaction originating from a Genesys Interaction Server. • null—Indicates a voice interaction originating from Genesys T-Server TEvent processing.
GSYS_EXT_INT2	INTEGER				<p>Can be set by the gsysIRMerge procedure during interaction merge execution, to one of the following values:</p> <ul style="list-style-type: none"> • null—Interaction has not yet been merged. • 0—Single-site interaction. • 1—Inter-site interaction, whose parts reside in several IDBs. ICON also places a corresponding record in the GSYS_DNPREMOTELOCATIONS table.

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Column	Data Type	P	M	F	Description
					table.
GSYS_MSEQ	INTEGER				The sequence number that is assigned by the merge procedure.
GSYS_MSEQ_TS	TIMESTAMP(3)				The timestamp that is assigned by the merge procedure.