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Interaction Concentrator Physical Data Model for an Oracle Database

Table G_PARTY_HISTORY

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This table contains information regarding all the states, in chronological order, of the interaction party, according to information received from the T-Server or Interaction Server application. 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
PHID	NUMBER(16)	X	X		The party history record ID. This is the primary key.
PartyID	VARCHAR2(50)		X	X	The unique ID of the association between the party and the call. This is changed when the party is moved from one call to a different call.
PSeq	INTEGER		X		The sequence number of the party state change in scope for this party.

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Column	Data Type	P	M	F	Description
CSeq	INTEGER		X		- For voice interactions, the sequence number of the party state change in the scope of a call. Every party creation, change, or termination increases the CSeq. For example, if the G_PARTY_HISTORY record for the creating party has CSeq=5, all further records in the G_USERDATA_HISTORY and G_SECURE_USERDATA_HISTORY tables have CSEQ=6 until the next party or call change. - For multimedia interactions, the difference between the current event sequence (ReportingEventSequenceNumber) and the value of attr_itx_submit_seq. Used to create a unique

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Column	Data Type	P	M	F	Description
					PartyID.
ChangeType	INTEGER				The type of change of party state. One of the following values: • 1—party_created • 2—party_terminated • 3—party_statechanged • 4—party_fsmerror (low-level party state transition failure) • 5—party_fsm2error (CSTA party state error) #DICTIONARY TYPE 2
CCEvent	INTEGER				The call control event that is associated with the party state change. (In the G_PARTY table, this is the party termination event.) For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 30
CCEventCause	INTEGER				The cause associated with the party state

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					change and the call control event. (In the G_PARTY table, the cause of the Party termination event.) For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 31
State	INTEGER		X		The current state of party. One of the following values: • 0—Unknown-State in which there is no relationship between the call and the device. • 1—Initiated-Reserved. • 2—Alerting-State in which an attempt is being made to connect a call to a device. Typically, the call is being presented for the purpose of having the device connect to the call and

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Column	Data Type	P	M	F	Description
					the user is made aware that the call is being delivered at the device. • 3—Connected-State in which the device is actively participating in the call. • 4—Hold-State in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended. • 5—Queued-State in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a call is queued at a distribution mechanism, waiting for an agent to

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					become available, and so on. • 6—Fail-State in which call progression has been aborted. #DICTIONARY TYPE 8
Type	INTEGER				The party type. One of the following values: • 0—Unknown-Reserved. • 1—Internal-Party is associated with a device defined in the switch configuration. • 2—External-Party is associated with a device not defined in the switch configuration. • 3—MULTIMEDIA Place-Place associated with the party. • 4—MULTIMEDIA Interaction Queue-Party is associated with a script of type "Interaction Queue".

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Column	Data Type	P	M	F	Description
					• 5—MULTIMEDIA Interaction Workbin-Party is associated with a script of type "Interaction Workbin". • 6—MULTIMEDIA Routing Strategy-Party is associated with a script of type "Simple Routing" or "Enhanced Routing". #DICTIONARY TYPE 9
PrevState	INTEGER				The previous state of party. One of the following values: • 0—Unknown-State in which there is no relationship between the call and the device. • 1—Initiated-Reserved. • 2—Alerting-State in which an attempt is being made to connect a call to a device. Typically, the call is being presented

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Column	Data Type	P	M	F	Description
					for the purpose of having the device connect to the call and the user is made aware that the call is being delivered at the device. • 3—Connected-State in which the device is actively participating in the call. • 4—Hold-State in which the device is inactively participating in the call. This state includes logical participation in a call while physical participation is suspended. • 5—Queued-State in which call progression is suspended or made inactive while awaiting some form of action. Examples include: a call is parked at a device, a

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					call is queued at a distribution mechanism, waiting for an agent to become available, and so on. 6—Fail-State in which call progression has been aborted. #DICTIONARY TYPE 8
PrevSEnter	TIMESTAMP(3)				The GMT-equivalent date and time of the previous party state change.
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.
ParentPartyID	VARCHAR2(50)				The ID of the associated party. If the value is NULL or empty, the associated party is unknown.
ParentLinkType	INTEGER				The type of the association between the two parties. One of the

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Column	Data Type	P	M	F	Description
					following values: • 0—Unknown • 1—Consultation • 2—Transfer • 3—Conference • 4—Divert #DICTIONARY TYPE 11
EndpointID	INTEGER			X	Depending on the scenario, this field holds one of the following values: • 0—For an external party (such as one originating from an unmonitored device) or in a SIP Cluster environment, if the endpoint is not configured in Configuration Layer. • NULL—For a local device, where the record represents neither the first nor last record in the party's history. • The DBID of

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Column	Data Type	P	M	F	Description
					the local device—For the first record in the party's history (at party creation). • The DBID of the local (monitored) device to which the interaction was diverted or transferred—For single-step transfer scenarios only. • 0—For the last record in the party's history (reflecting normal party termination).
Added	TIMESTAMP(3)		X		The GMT-equivalent date and time of the record.
Added_ts	INTEGER				The UTC-equivalent of the 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

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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)				Reserved In a SIP Cluster environment, records the DN name. For example, for a Routing Point party, this field stores the DN name of the destination, which is taken from the ThirdPartyDN field in EventDiverted.
GSYS_EXT_VCH2	VARCHAR2(255)				Reserved
GSYS_EXT_INT1	INTEGER				• 0—Reserved. • 1—In all historical records related to

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					the party, this value indicates that the party was created by a device of type IVR-port.
GSYS_EXT_INT2	INTEGER				Reserved