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# Interaction Concentrator Physical Data Model for a PostgreSQL Database

Document Change History

12/16/2025

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# Document Change History

This section lists content that is new or that has changed significantly since the first release of this document. The most recent changes appear first.

## New in Version 8.1.514.56

The size of the following columns has been increased from 255 to 4000 characters in Microsoft SQL Server, Oracle, and PostgreSQL deployments.

- `GO_Custom_Fields.Value`
- `GO_FieldHist.OldValue`
- `GO_FieldHist.NewValue`
- `GO_Secure_Fields.Value`
- `GO_Sec_FieldHist.OldValue`
- `GO_Sec_FieldHist.NewValue`

## New in Version 8.1.514.47

The size of the `GC_GROUP.Script` column has been increased from 255 to 1024 characters in Microsoft SQL Server, Oracle, and PostgreSQL deployments.

## New in Version 8.1.514.08

The following indexes have been added:

- `G_AGENT_STATE_HISTORY`
  - `IDX_G_AGENT_STATE_H_PID_TYPE`
  - `IDX_G_AGENT_STATE_H_LSID_LSEQ`
- `G_PARTY`
  - `IDX_G_PARTY_GE_INT_CID`

## New in Document Version 8.1.512.00

- The field lengths in the following fields for all supported RDBMSs have been increased to accommodate longer values:
  - The datatype for the `G_SUBJECT` in the `GM_F_USERDATA` table has the following changes:
    - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from `varchar(255)` to `varchar(1024)`.
    - For Oracle RDBMSs, changed from `VARCHAR2(255)` to `VARCHAR2(1024)`.

- For multi-language Microsoft SQL RDBMSs, changed from nvarchar(255) to nvarchar(1024).
- The datatype for the VALUE field in the G\_USERDATA\_HISTORY and G\_SECURE\_USERDATA\_HISTORY tables has the following changes:
  - For Microsoft SQL, PostgreSQL, and DB2 RDBMSs, changed from varchar(255) to varchar(1024)
  - For Oracle RDBMSs, changed from VARCHAR2(255) to VARCHAR2(1024).
- The datatype for all of the CNT\_\* fields in the G\_CALL\_STAT and G\_PARTY\_STAT tables have been changed from SMALLINT to INTEGER (or, for Microsoft SQL databases, to int).
- Corrected the description of the Seq field in the G\_AGENT\_STATE\_HISTORY table description.
- Corrected the dictionary field value from 0 to NULL for G\_DICTIONARY types 17, 71, and 73 and made the corresponding update in the following tables:
  - G\_AGENT\_STATE\_HISTORY table, PENDINGSTATE field
  - GO\_Campaign table, INTERNALREASON field
  - GO\_CampaignHistory table, PREVSTATE field
  - G\_LOGIN\_SESSION table, AGENTID and LOGINID fields
  - GX\_SESSION\_ENDPOINT table, QUEUEUTYPE field
  - GS\_AGENT\_STAT\_WM table, AGENTID field
  - GS\_AGENT\_STAT table, AGENTID field
- Removed the value 12 - reason\_code - records of this type track changes of reason codes of agent's state (when agent's state and workmode remain the same) from G\_DICTIONARY type 13 and also from the dictionary value list in the TYPE field of the G\_AGENT\_STATE\_HISTORY table.
- Corrected the value in the GSYS\_EXT\_VCH1 field of the G\_PARTY\_HISTORY table for SIP Server environments.
- Corrected the description for the value 1 in the GSYS\_EXT\_INT1 field of the G\_PARTY\_HISTORY table.
- Corrected the description of the values stored for voice and for multimedia interactions in the CSEQ field of the G\_PARTY\_HISTORY table.