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# Interaction Concentrator Physical Data Model for a PostgreSQL Database

Custom States Schema

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# Custom States Schema

3 tables, containing data related to user data attached to voice interactions.

## Custom States Schema Diagram

The image displays three database table schemas side-by-side. Each schema is presented in a table format with columns for field names and their data types. The first schema, G\_CUSTOM\_DATA\_P, includes fields like ID, CardID, PartyID, PSEQ, EndPointID, EndPointIDN, AgentID, SubAgentID, TaxaID, Address, Address\_N, Address\_Nnode, and various CUST\_DATA fields (1-19). The second schema, G\_CUSTOM\_DATA\_S, includes similar fields but adds SSEQ, SSEQQ, TS, TC, EXT\_VCH1, EXT\_VCH2, EXT\_INT1, and EXT\_INT2. The third schema, G\_CUSTOM\_STATES, includes fields like ID, CardID, PartyID, PSEQ, EndPointID, EndPointIDN, AgentID, SubAgentID, TaxaID, RunCode, CUST\_DATA fields (1-19), Address, Address\_N, Address\_Nnode, Terminated, Terminated\_N, SDOMAIN, SSEQ, TS, TC, EXT\_VCH1, EXT\_VCH2, EXT\_INT1, and EXT\_INT2.

Custom States Data Model Diagram View Large

## List of Tables

Table	Description
G_CUSTOM_DATA_P	This table contains principal information about user data that is attached to a voice call interaction. This information originates from T-Server's EventUserEvent TEEvents.
G_CUSTOM_DATA_S	This table records the changes to the user data that is associated with a voice call.
G_CUSTOM_STATES	This table contains detailed information about an agent's state changes during his or her login session.

## List of Indexes

No indexes are defined.

## List of References

No references defined.