Interaction Concentrator Physical Data Model for a PostgreSQL Database
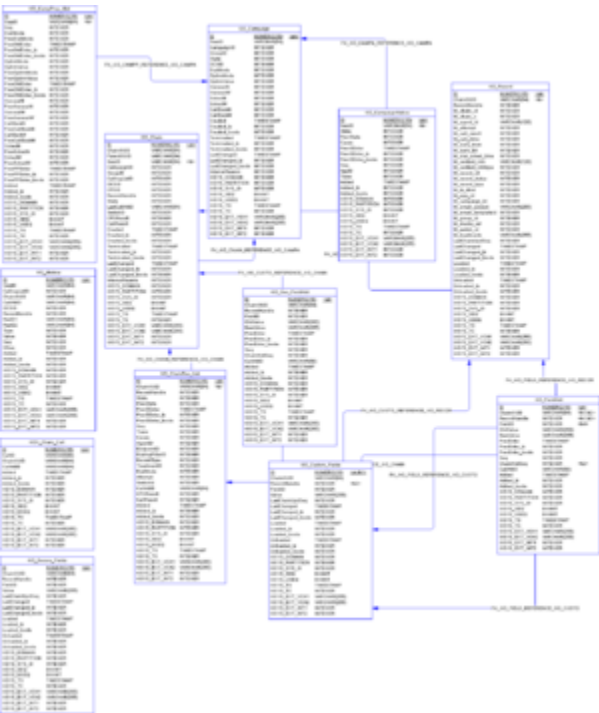
Outbound Contact Schema

12/15/2025

Outbound Contact Schema

12 tables, containing data relating to Genesys Outbound Contact.

Outbound Contact Schema Diagram

Outbound Contact Data Model Diagram View Large

List of Tables

Table	Description
GOX_Chain_Call	The records in this table reflect the relationship between voice calls (refer to table G_CALL in the Core Schema of IDB) and Chain processing records (refer to table GO_Chain in this schema).
GO_Campaign	This table contains current information about a Campaign, as reported by OCS. Records are inserted into this table when the first OCSD event that is related to campaign processing attempts is received from OCS. The record is updated each time that information about changes to Campaign

Table	Description
	state or Campaign properties are received from OCS
GO_CampaignHistory	This table contains the history of Campaign state changes and campaign property changes that occurred during a campaign processing attempt. Records are inserted into this table when the campaign state changes or when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted.
GO_CampProp_Hist	This table contains the history of Campaign property changes during the campaign processing attempt. Records are inserted into this table when ICON receives information about campaign property changes from OCS. Records in this table are never updated or deleted
GO_Chain	This table contains current information about chains, as reported by OCS. A record is inserted at the time ICON receives the first notification about Chain processing from OCS. The record is updated when there is a change of state of the chain.
GO_ChainRec_hist	This table contains the history of the chain/record processing, as reported by OCS. Changes to the chain state during chain processing result in the creation of a new record in this table. The record is inserted when information about chain state received from OCS. Records are never updated or deleted in this table.
GO_Custom_Fields	This table contains information about the content of the custom-defined fields for storage in ICON.
GO_FieldHist	This table contains information about the history of the field changes in the records, as reported by OCS, during chain processing.
GO_Metrics	This table contains the current and latest values of pre-calculated OCS metrics. Records are inserted at the time ICON receives metric information. The information includes the specified type the first time that the combination of objects is specified. The record is updated each time ICON receives changes to metric data.
GO_Record	This table contains information about the content of the records as reported by OCS (mandatory fields only). Records are inserted into this table at the time the loading of the record is reported by OCS. Records contain current and last values of the fields. Records are updated when any mandatory field changes.
GO_Secure_Fields	This table contains information regarding the content of the custom defined fields that are configured to be stored in ICON. They are configured as protected fields. Records are inserted

Table	Description
	into this table when the load of the record is reported by OCS. The records contain current and last values of the fields. Records are updated at the time that a field changes.
GO_Sec_FieldHist	This table contains information about the history of changes to fields that are configured as protected, as reported by OCS during chain processing.

List of Indexes

Table	Index Name	U	C
GO_Campaign	IDX_GO_CAMPAIGN_CID	X	
GO_Chain	IDX_GO_CHAIN_CHID	X	
GO_Custom_Fields	IDX_CUSTOMF_CHID		
GO_Custom_Fields	IDX_CUSTOMF_FID	X	
GO_Record	IDX_GO_REC_CHID		
GO_Record	IDX_GO_REC_PHID	X	
GO_Secure_Fields	IDX_SECUREF_CHID		
GO_Secure_Fields	IDX_SECUREF_PHID	X	

List of References

Child Table	Parent Table	CODE	F
GO_CampaignHistory	GO_Campaign	REFERENCE_1	SessID
GO_CampProp_Hist	GO_Campaign	REFERENCE_8	SessID
GO_Chain	GO_Campaign	REFERENCE_3	SessID
GO_Custom_Fields	GO_Chain	REFERENCE_10	ID
GO_Custom_Fields	GO_Record	REFERENCE_11	RecordHandle
GO_FieldHist	GO_ChainRec_hist	REFERENCE_7	ChainGUID; ChainHistSeq
GO_FieldHist	GO_Custom_Fields	REFERENCE_8	RecordHandle
GO_FieldHist	GO_Custom_Fields	REFERENCE_9	FieldID
GO_FieldHist	GO_Record	REFERENCE_6	ChainGUID; RecordHandle
GO_Record	GO_Chain	REFERENCE_5	ChainGUID