Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table GCX_CAMPGROUP_INFO

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This table stores information about the associations between campaigns and agent or place groups, including terminated associations, such as when an agent group is removed from a campaign.

> **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	bigserial	X	X		The unique, autonumbered ID of this record. This is the primary key.
GroupID	integer		X	X	The DBID of the AgentGroup or PlaceGroup that is associated with CampaignID (the campaign).
CampaignID	integer		X	X	The DBID of the campaign that is associated with GroupID (the AgentGroup or PlaceGroup).

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Column	Data Type	P	M	F	Description
Description	varchar(255)				Free-format description
CPDServerID	integer			X	The DBID of the CPD Server Application that is associated with this record.
IsActive	integer		X		This is an indicator of whether the campaign on behalf to this group is active. It corresponds to the CfgFlag enumeration (Configuration Server). One of the following values: • 0—Unknown • 1—False • 2—True #DICTIONARY TYPE 509
DialMode	integer				A dedicated dial mode for this group. It corresponds to the CfgDialMode enumeration (Configuration Server). For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 521
OrigDNID	integer			X	A DBID of the DN from where

Column	Data Type	P	M	F	Description
					the dialing should be performed.
NumOfChannels	integer				The maximum number of outbound channels that can be used by this group at one time.
OperationMode	integer				An operation mode. It corresponds to the CfgOperationMode enumeration (Configuration Server). One of the following values: • 0—Unknown Operation Mode • 1—Manual • 2—Scheduled #DICTIONARY TYPE 522
MinRecSize	integer				A record buffering parameter.
OptRecSize	integer				A record buffering parameter.
OptMethod	integer				An optimization method. It corresponds to the CfgOptimizationMethod enumeration (Configuration Server). One of the following values: • 0—Unknown Optimization Criteria

Column	Data Type	P	M	F	Description
					• 1—Agent Busy Factor • 2—Overdial Rate • 3—Average Waiting Time #DICTIONARY TYPE 523
OptMethodValue	integer				The value of the optimization method that is specified by optMethod property.
Status	integer		X		The status of the record. One of the following values: • 0—The status is unknown. Reserved for when ICON is unable to determine record status. • 1—Record is active. • 2—Record is inactive (object is deleted). • 1 0—Synchronization is in progress for an active record. #DICTIONARY TYPE 24
Created	timestamp				The GMT-equivalent date and time

Column	Data Type	P	M	F	Description
					when this association was written to IDB. This is not necessarily the actual creation time of the association.
Deleted	timestamp				The GMT-equivalent date and time when the association was removed.
GSYS_DOMAIN	integer				Contains the data source session ID (DSS_ID) for 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	bigint				Insert Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				Reserved
GSYS_EXT_VCH2	varchar(255)				Reserved

Column	Data Type	P	M	F	Description
GSYS_EXT_INT1	integer				A flag indicating the reliability of timestamp information stored in the CREATED and DELETED fields. One of the following values: • 0—Highly reliable; timestamps for both fields are taken from Configuration Server runtime notifications or the Configuration Server history log. • 1—CREATED timestamp is that of the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization. • 2—DELETED timestamp is that of the time when configuration data was requested from Configuration Server;

Column	Data Type	P	M	F	Description
					either during the initial ICON startup or during synchronization. • 3—Both CREATED and DELETED timestamps are taken from the time when configuration data was requested from Configuration Server, either during the initial ICON startup or during synchronization.
GSYS_EXT_INT2	integer				Reserved
Created_ts	integer				The UTC-equivalent value of the CREATED field.
Created_tcode	integer				A reference, derived from the value in the CREATED_TS field, to a record in the G_TIMECODE table.
Deleted_ts	integer				The UTC-equivalent value of the DELETED field.
Deleted_tcode	integer				A reference, derived from the value in the DELETED_TS field, to a record in the

Column	Data Type	P	M	F	Description
					G_TIMECODE table.