Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G_CUSTOM_STATES

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This table contains detailed information about an agent's state changes during his or her login session. The records inserted into this table include:

- changes to the agent's state
- changes to the agent's pending state
- changes to the agent's workmode
- changes to the agent's hardware reason code
- the fact that the agent connects or disconnects to a call

> **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.
CallID	varchar(50)				This field points to the record in the G_CALL table that represents the call with which the data is associated.

Column	Data Type	P	M	F	Description
					This field may be NULL.
PartyID	varchar(50)				This field points to the record in the G_PARTY table that represents the party with which the data is associated. This field may be NULL.
PSEQ	integer		X		The sequence that corresponds to the G_PARTY_HISTORY.
EndPointID	integer				This field contains the DBID of the endpoint that added, changed, or deleted the data. If the data was taken from the event that caused the creation of the respective call, then this is the first party created in the call. If the data was taken from the AttachedDataChangedEvent, then the party is defined by the **ThirdPartyDN** attribute, if any exists. Otherwise, this is the party that is defined by the **ThisDN** attribute (if any). For other changes, the party is defined by the **ThisDN** attribute.
EndPointDN	varchar(255)				The device

Column	Data Type	P	M	F	Description
					number that is associated with the data.
AgentID	integer				This field contains the DBID of the agent object that represents the person who changed the data. This is the agent who logged in to the endpoint that is associated with the data change (if this information is available during run time).
SwitchID	integer				This field contains the DBID of the Switch object that owns the endpoint that is associated with the change. If the EndPointID field is NULL, then so is the field SwitchID, and vice versa.
TenantID	integer				The DBID of the Tenant that is associated with the Switch.
StateCode	integer		X		State of the agent on device (endpointid) against queue (queueid), or previous state in G_AGENT_STATE_HISTORY table. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—null–Agent is logged off.
					• 1—login–Agent is logged in, but no information is available to indicate whether the agent is ready to receive calls.
					• 2—notready–Agent is not ready to receive calls.
					• 3—ready–Agent is ready to receive calls.
					• 4—acw–Agent is in after call work state.
					• 5—busy–Agent is on the call.
					• 6—unknown–Agent's login session is present, but ICON has no information about the agent's state (due to a disconnection from T-Server, for example).
					#DICTIONARY TYPE 16
CUST_DATA_1	varchar(128)				The value of the **cust-**

Column	Data Type	P	M	F	Description
					data-1 attribute of userdata.
CUST_DATA_2	varchar(128)				The value of the **cust-data-2** attribute of userdata.
CUST_DATA_3	varchar(128)				The value of the **cust-data-3** attribute of userdata.
CUST_DATA_4	varchar(128)				The value of the **cust-data-4** attribute of userdata.
CUST_DATA_5	varchar(128)				The value of the **cust-data-5** attribute of userdata.
CUST_DATA_6	varchar(128)				The value of the **cust-data-6** attribute of userdata.
CUST_DATA_7	varchar(128)				The value of the **cust-data-7** attribute of userdata.
CUST_DATA_8	varchar(128)				The value of the **cust-data-8** attribute of userdata.
CUST_DATA_9	varchar(128)				The value of the **cust-data-9** attribute of userdata.
CUST_DATA_10	varchar(128)				The value of the **cust-data-10** attribute of userdata.
CUST_DATA_11	varchar(128)				The value of the **cust-data-11**

Column	Data Type	P	M	F	Description
					attribute of userdata.
CUST_DATA_12	varchar(128)				The value of the **cust-data-12** attribute of userdata.
CUST_DATA_13	varchar(128)				The value of the **cust-data-13** attribute of userdata.
CUST_DATA_14	varchar(128)				The value of the **cust-data-14** attribute of userdata.
CUST_DATA_15	varchar(128)				The value of the **cust-data-15** attribute of userdata.
CUST_DATA_16	varchar(128)				The value of the **cust-data-16** attribute of userdata.
CUST_DATA_17	varchar(128)				The value of the **cust-data-17** attribute of userdata.
CUST_DATA_18	varchar(128)				The value of the **cust-data-18** attribute of userdata.
CUST_DATA_19	varchar(128)				The value of the **cust-data-19** attribute of userdata.
Added	timestamp		X		The GMT-equivalent date and time when information about an agent's change of agent's state was detected.

Column	Data Type	P	M	F	Description
Added_ts	integer				The UTC-equivalent value of the ADDED field.
Added_tcode	integer				A reference, derived from the value in the ADDED_TS field, to a record in the G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time when the party was released from the call.
Terminated_ts	integer				The UTC-equivalent value of the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value in the TERMINATED_TS field, to a record in the G_TIMECODE table.
GSYS_DOMAIN	integer				Reserved
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

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Column	Data Type	P	M	F	Description
GSYS_EXT_INT1	integer				Reserved
GSYS_EXT_INT2	integer				Reserved