Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G_ROUTE_RESULT

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Table G_ROUTE_RESULT

This table contains information regarding the results of the routing of a specific interaction, according to the information passed from the Universal Routing Server through either the T-Server or Interaction Server application.

> ### 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)		X		The unique ID of the interaction.
ConnID	varchar(50)		X		The T-Server event connection ID. This is preserved for backward compatibility.
PartyID	varchar(50)		X		The ID of the party record for the party that is associated with

Column	Data Type	P	M	F	Description
					the routing point.
IRID	varchar(50)				Reference to record in interaction hierarchy table (G_IR).
EndPointID	integer				The DBID of the routing point device.
RTargetRuleSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetRuleSelected key.
RTargetObjectSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetObjectSelected key.
RTargetTypeSelected	integer				Route target type. A copy of the data that was attached by the URS with the RTargetTypeSelected key. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 29
RTargetAgentSelected	varchar(255)				A copy of the data that was attached by the URS with the RTargetAgentSelected key.

Column	Data Type	P	M	F	Description
RTargetPlaceSelected	varchar(255)				A copy of the data that was attached by URS with the RTargetPlaceSelected key.
RRequestedSkillCombination	varchar(255)				A copy of the data that was attached by URS with the RRequestedSkillCombination key.
RStrategyName	varchar(255)				A copy of the data that was attached by the URS with the RStrategyName key, only present if URS routed the interaction. This strategy name must be less than 256 characters; otherwise, ICON may stop writing interaction records to IDB. If URS did not route the interaction, then the value of this field will be null.
RTenant	varchar(255)				A copy of the data that was attached by the URS with the RTenant key.
DestEndPointDN	varchar(255)				The DN name to which a call is successfully routed; for situations when the routing is unsuccessful, the value is notKnown.

Column	Data Type	P	M	F	Description
DestEndPointID	integer				The DBID of the configured DN to which the interaction is routed. In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 0.
DestEndPointType	integer				The routing type of the configured DN to which voice call or Multimedia interaction is successfully routed. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively). #DICTIONARY TYPE 505 In a SIP Cluster environment, if the endpoint is not configured in Configuration Layer, the value for this field is 1.
Result	integer		X		The result of the routing operation. One of the following values: • 0—Unknown–Reserved. • 1—Success–The routing was successful. • 2—Failure–The

Column	Data Type	P	M	F	Description
					routing attempt failed (if a voice call or chat was abandoned, and so on). • 10 2—distributed_to_default–C was routed to the default destination after the URS timeout expired. • 10 3—routed_by_switch–Call was routed by the switch. • 10 5—other_reasons–The routing was unsuccessful due to some other reasons (unclassified). • 13 3—ixn_server_timeout–Rou timeout expired on Interaction Server (open media interactions only). • 13 4—ixn_taken_out–An interaction was taken (pulled out) from strategy by Interaction Server (open media

Column	Data Type	P	M	F	Description
					interactions only). #DICTIONARY TYPE 28
Duration	integer				The duration of the routing dialog.This is the time between party creation (in events such as EventRouteRequest, EventQueued, or EventCallPartyAdded) and termination (in events such as EventRouteUsed, EventAbandoned, EventDiverted, or EventCallPartyDeleted).
Created	timestamp		X		The GMT-equivalent date and time when the record was created as inherited from T-Server or Interaction Server.
Created_ts	integer				The UTC-equivalent time of the value in the CREATED field.
Created_tcode	integer				A reference, derived from the value of the CREATED_TS field, to a record in G_TIMECODE table.
Terminated	timestamp				The GMT-equivalent date and time

Column	Data Type	P	M	F	Description
					when the record was terminated, as inherited from T-Server (EventRouteUsed or EventAbandoned TEvents) or Interaction Server.
Terminated_ts	integer				The UTC-equivalent time of the value in the TERMINATED field.
Terminated_tcode	integer				A reference, derived from the value of the TERMINATED_TS field, to a record in G_TIMECODE table.
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

Column	Data Type	P	M	F	Description
					Sequence. Not unique.
GSYS_USEQ	bigint				Update Sequence. Not unique.
GSYS_TS	timestamp				Reserved
GSYS_TC	integer				Reserved
GSYS_EXT_VCH1	varchar(255)				The virtual queue's ID, if a virtual queue is configured and provided by URS when it routes call. If reported, the value is the same as G_VIRTUAL_QUEUE.VQID in the related record in the G_VIRTUAL_QUEUE table.
GSYS_EXT_VCH2	varchar(255)				If a virtual queue is configured and reported by URS (Universal Router Server), then, when URS routes call, it attaches parameter "RVQDBID" to call UserData, so this field will store virtual queue's DBID as it is configured in configuration database.
GSYS_EXT_INT1	integer				A flag indicating the reliability of the virtual queue's ID stored in the GSYS_EXT_VCH1 field. One of the following values:

Column	Data Type	P	M	F	Description
					• 0—Unknown–No information about a virtual queue is reported in the corresponding EventRouteUsed. • 1—Reliable–The virtual queue's ID that is stored in the field GSYS_EXT_VCH1 is taken from the corresponding EventRouteUsed. • 2—Valid in the past–The value of the virtual queue ID stored in the field GSYS_EXT_VCH1 was valid in the past, before a call has been transferred to another Routing Point in a multi-site routing scenario. #DICTIONARY TYPE 87
GSYS_EXT_INT2	integer				Reserved