



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Interaction Concentrator Physical Data Model for a PostgreSQL Database

Table G\_VIRTUAL\_QUEUE

## Table G\_VIRTUAL\_QUEUE

This table contains information about the use of virtual queues in interaction processing, according to the data passed from the Universal Routing Server through the T-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 the virtual queue record. This is the primary key. Autonumbering is controlled by the RDBMS.                   |
| VQID   | varchar(50)  |   | X |   | Uniquely identifies each virtual queue record, corresponding to the EventQueued/EventDiverted or EventQueued/EventAbandoned pairs of TEvents. |
| VQDN   | varchar(255) |   | X |   | The directory                                                                                                                                 |

Table G\_VIRTUAL\_QUEUE

| Column         | Data Type    | P | M | F | Description                                                                                           |
|----------------|--------------|---|---|---|-------------------------------------------------------------------------------------------------------|
|                |              |   |   |   | number of the virtual queue, as configured in Configuration Server, where the interaction was queued. |
| VQDNID         | integer      |   | X |   | The DBID of the virtual queue where the interaction was queued.                                       |
| VQSwitchID     | integer      |   | X |   | The DBID of the switch where the virtual queue is configured.                                         |
| OrigCallID     | varchar(50)  |   | X |   | The reference to the original call, by CALLID, for which the EventQueued TEvent was reported.         |
| OrigSwitchID   | integer      |   |   |   | Reserved for future use.                                                                              |
| OrigDNType     | integer      |   |   |   | Reserved for future use.                                                                              |
| OrigDN         | varchar(255) |   |   |   | Reserved for future use.                                                                              |
| OrigDNID       | integer      |   |   |   | Reserved for future use.                                                                              |
| OrigObjType    | integer      |   |   |   | Reserved for future use.                                                                              |
| TargetCallID   | varchar(50)  |   |   |   | Reserved for future use.                                                                              |
| TargetSwitchID | integer      |   |   |   | Reserved for future use.                                                                              |
| TargetDNType   | integer      |   |   |   | Reserved for future use.                                                                              |
| TargetDN       | varchar(255) |   |   |   | The destination endpoint name of the routing target.                                                  |
| TargetDNID     | integer      |   |   |   | Reserved for future use.                                                                              |
| TargetObjType  | integer      |   |   |   | Reserved for future use.                                                                              |

Table G\_VIRTUAL\_QUEUE

| Column       | Data Type    | P | M | F | Description                                                                                                                                                                                                                                                                                                       |
|--------------|--------------|---|---|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DistCallID   | varchar(50)  |   |   |   | The call ID of the interaction prior to distribution to the routing target or abandonment.                                                                                                                                                                                                                        |
| DistSwitchID | integer      |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| DistDNType   | integer      |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| DistDN       | varchar(255) |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| DistDNID     | integer      |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| DistObjType  | integer      |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| VQExtVCH1    | varchar(50)  |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| VQExtVCH2    | varchar(50)  |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                          |
| Status       | integer      |   | X |   | The current status of the virtual queue record, represented by one of the Call Control Event dictionary types. For a listing of permissible values, refer to G_Dictionary Values (for <b>DB2</b> , <b>Microsoft SQL Server</b> , <b>Oracle</b> , or <b>PostgreSQL</b> , respectively).<br><br>#DICTIONARY TYPE 30 |
| Cause        | integer      |   | X |   | The cause leading to the status change in the association between the call interaction                                                                                                                                                                                                                            |

Table G\_VIRTUAL\_QUEUE

| Column        | Data Type | P | M | F | Description                                                                                                                                                                               |
|---------------|-----------|---|---|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |           |   |   |   | and the virtual queue. For a listing of permissible values, refer to G_Dictionary Values (for DB2, Microsoft SQL Server, Oracle, or PostgreSQL, respectively).<br><br>#DICTIONARY TYPE 85 |
| Created       | timestamp |   | X |   | The GMT-equivalent date and time when the record was created, as inherited from the EventQueued TEvent.                                                                                   |
| Created_ts    | integer   |   | X |   | The UTC-equivalent value of the CREATED field.                                                                                                                                            |
| Created_tcode | integer   |   | X |   | A reference, derived from the value of the CREATED_TS field, to record in G_TIMECODE table.                                                                                               |
| Terminated    | timestamp |   |   |   | The GMT-equivalent date and time when the record was terminated, as inherited from either the EventDiverted or EventAbandoned TEvents.                                                    |
| Terminated_ts | integer   |   |   |   | The UTC-equivalent value of the                                                                                                                                                           |

Table G\_VIRTUAL\_QUEUE

| Column           | Data Type | P | M | F | Description                                                                                                                                                                                                                                                                                                            |
|------------------|-----------|---|---|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  |           |   |   |   | TERMINATED field.                                                                                                                                                                                                                                                                                                      |
| Terminated_tcode | integer   |   |   |   | A reference, derived from the value of the TERMINATED_TS field, to a record in the 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 <a href="#">DB2</a> , <a href="#">Microsoft SQL Server</a> , <a href="#">Oracle</a> , or <a href="#">PostgreSQL</a> , respectively). |
| GSYS_PARTITION   | integer   |   |   |   | A key used for partitioning.                                                                                                                                                                                                                                                                                           |
| GSYS_SYS_ID      | integer   |   |   |   | System ID. Reserved for future use.                                                                                                                                                                                                                                                                                    |
| GSYS_SEQ         | bigint    |   |   |   | The non-unique sequence number of the statements to be inserted into the database.                                                                                                                                                                                                                                     |
| GSYS_USEQ        | bigint    |   |   |   | The non-unique sequence number of the statements to be updated in the database.                                                                                                                                                                                                                                        |
| GSYS_TS          | timestamp |   |   |   | Reserved for future use.                                                                                                                                                                                                                                                                                               |
| GSYS_TC          | integer   |   |   |   | Reserved for                                                                                                                                                                                                                                                                                                           |

Table G\_VIRTUAL\_QUEUE

---

| Column        | Data Type    | P | M | F | Description              |
|---------------|--------------|---|---|---|--------------------------|
|               |              |   |   |   | future use.              |
| GSYS_EXT_VCH1 | varchar(255) |   |   |   | Reserved for future use. |
| GSYS_EXT_VCH2 | varchar(255) |   |   |   | Reserved for future use. |
| GSYS_EXT_INT1 | integer      |   |   |   | Reserved for future use. |
| GSYS_EXT_INT2 | integer      |   |   |   | Reserved for future use. |

---