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User's Guide

Interaction Database Tables

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Interaction Database Tables

License Reporting Manager obtains and extracts data from Interaction Concentrator (IDB). IDB collects data from T-Server, SIP Server, Interaction Server, outbound contact servers and then stores it in the tables of the IDB. LRM then reads data directly from the tables of the IDB. The table below lists the database tables from which LRM extracts data to generate reports, and the purpose of the extracted data.

IDB Tables and Data Extracted by LRM

Table name	Purpose of extracted data
G_LOGIN_SESSION	For login sessions
G_AGENT_STATE_RC	To determine the usage of Genesys Agent Desktop or Genesys Supervisor Desktop
G_DSS_GOS_PROVIDER	To determine the data gap
G_DSS_GLS_PROVIDER	To determine the data gap
GO_CAMPAIGN	To determine the usage of Outbound sellable items
GX_SESSION_ENDPOINT	To determine the usage of Web and E-mail sellable items