



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.

Genesys Engage cloud Reporting Guide

Table GIDB_GC_ANNEX

12/16/2025

Table GIDB_GC_ANNEX

Description

This table stores information about changes to certain configuration options configured on the Annex tabs of the following object types:

- Person
- Agent Group
- DN
- DN Group
- Switch
- Agent Login

This information enables Genesys Interactive Insights to control visibility of certain data and reports based on attributes such as geographical location, business line, or organization structure. This table is populated only when ICON has the `cfg` role and the **cfg-annex** option configured.

Column List

Column	Data Type	P	M	F
ID	int	X		
CFGOBJECTID	int			
CFGOBJECTTYPE	tinyint			
SECTIONNAME	varchar(255)			
KEYNAME	varchar(255)			
TENANTID	int			
VALUE	varchar(255)			

Table GIDB_GC_ANNEX

Column	Data Type	P	M	F
STATUS	tinyint			
CREATED	datetime			
DELETED	datetime			
LASTCHANGE	datetime			
CREATED_TS	int			
DELETED_TS	int			
LASTCHANGE_TS	int			
GSYS_DOMAIN	int			
GSYS_SYS_ID	int			
GSYS_EXT_VCH1	varchar(255)			
GSYS_EXT_VCH2	varchar(255)			
GSYS_EXT_INT1	int			
GSYS_EXT_INT2	int			
DATA_SOURCE_KEY	int		X	
PRODUCER_BATCH_ID	numeric(19)			
CREATE_AUDIT_KEY	numeric(19)		X	
UPDATE_AUDIT_KEY	numeric(19)		X	

ID

The unique, autonumbered ID of this record. This is the primary key.

CFGOBJECTID

The DBID of the configuration object.

CFGOBJECTTYPE

The configuration object type: Person, Agent Group, DN, DN Group, or Switch.

SECTIONNAME

The name of the section on the object's Annex tab in which the specified option is located.

KEYNAME

The option name as defined on the Annex tab of the configuration object.

TENANTID

The DBID of the Tenant to which this object belongs.

VALUE

The value set for the option on the Annex tab of the configuration object.

STATUS

- 0—Unknown
- 1—Enabled
- 2—Disabled/terminated
- 10—System use

CREATED

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was written to IDB. This is not necessarily the actual creation time of the option.

DELETED

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was deleted.

LASTCHANGE

The GMT-equivalent date and time when the specified option on the Annex tab of the configuration object was last changed (including option creation or removal).

CREATED_TS

The UTC-equivalent value of the CREATED field.

DELETED_TS

The UTC-equivalent value of the DELETED field.

LASTCHANGE_TS

The UTC-equivalent value of the LASTCHANGE field.

GSYS_DOMAIN

Reserved

GSYS_SYS_ID

System ID. Reserved for future use.

GSYS_EXT_VCH1

Reserved

GSYS_EXT_VCH2

Reserved

GSYS_EXT_INT1

The reason for the update to the configuration object. This field can contain one of the following values:

- 0—Active option, for which ICON received created or updated information from a real-time or history log notification from Configuration Server.
- 1—Active option, for which ICON received created or updated information from synchronization.
- 2—Deleted or terminated option, for which ICON received information either from a real-time or history log notification or during synchronization.
- 3—Deleted or terminated option, for which ICON received created or updated information from synchronization.

GSYS_EXT_INT2

Reserved

DATA_SOURCE_KEY

The field references an internal ID that Genesys Info Mart assigns to the upstream data source. Reserved for internal use.

PRODUCER_BATCH_ID

Introduced: 8.5.015.19

Reserved for internal use.

CREATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data creation. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify newly added data.

UPDATE_AUDIT_KEY

The surrogate key that is used to join to the CTL_AUDIT_LOG control table. The key specifies the lineage for data update. This value can be useful for aggregation, enterprise application integration (EAI), and ETL tools — that is, applications that need to identify recently modified data.