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Genesys Interaction Recording Solution Guide

Deploying Interaction Concentrator for GIR

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Deploying Interaction Concentrator for GIR

Important

The ICON deployment procedure is not required when using the Voice Processor instead of the Recording Processor Script (RPS).

Genesys Interaction Recording needs Interaction Concentrator (ICON) to store detailed reporting data from various sources in a contact center empowered with Genesys software.

Installing ICON

Install and configure ICON as described in the [ICON Deployment Guide](#). You can read more about ICON [here](#).

Important

Genesys Interaction Recording requires that the ICON database be case insensitive. Genesys also recommends that you use a separate ICON database for GIR (for example, do not use the same ICON database for GIR that is being used by Genesys Info Mart reporting).

If you want to deploy a single instance of the ICON database across multiple sites, see the [Supported Deployment Scenarios](#) in the ICON Deployment Guide.

Configuring ICON

In addition to the configuration described in the deployment guide, configure your ICON application as follows:

1. To collect all metadata, in the **[callconcentrator]** section, set the following parameters:
 - **adata-reasons-history** = none
 - **adata-extensions-history** = none
 - **adata-userdata-history** = all
 - **role** = all
2. To collect attached data, in the **[custom-states]** section, set the following parameters:

- **EventData** = <type1>,<key1>,<type2>,<key2>... where <typeN> is the data type (for example, char or int) and <keyN> is the attached data key name.
- **store-event-data** = conf

To improve ICON performance for Genesys Interaction Recording, Genesys recommends updating the ICON database schema with the following new indexes:

- Index G_PARTY:
 - NONCLUSTERED/NONUNIQUE INDEX G_PARTY.CALLID
- Index G_USERDATA_HISTORY:
 - NONCLUSTERED/NONUNIQUE INDEX G_USERDATA_HISTORY.CALLID
- Index G_IS_LINK:
 - NONCLUSTERED/NONUNIQUE INDEX G_IS_LINK.CALLID
- Index G_CUSTOM_DATA_S:
 - NONCLUSTERED/NONUNIQUE INDEX G_CUSTOM_DATA_S.CALLID

For optimal performance, it is recommended that the ICON's gsysPurge81 stored procedure (or similar) be used regularly to purge call data from the ICON database that is older than two days. See the [ICON User's Guide](#) for more information.

Important

Genesys Interaction Recording requires data from the following ICON tables:

- G_IS_LINK
- G_CALL
- G_PARTY
- G_PARTY_HISTORY
- G_AGENT_STATE_HISTORY
- G_CUSTOM_DATA_S
- G_USERDATA_HISTORY
- G_SECURE_USERDATA_HISTORY
- GC_AGENT

Make sure that you are populating these tables. For more information, see the [ICON Deployment Guide](#).