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Genesys Info Mart Deployment Guide

Deployment Guide Supplement

4/16/2025

Deployment Guide Supplement

This page supplements the *Genesys Info Mart 8.5 Deployment Guide* and the [New in Release 8.5.0](#) page, to provide information about features introduced in releases 8.5.001, 8.5.002, 8.5.003, and 8.5.004 of Genesys Info Mart, or since the initial 8.1.4 release.

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New Configuration Options

The following configuration options were introduced in Genesys Info Mart 8.5.004 release:

- populate-irf-asm-engage-duration

The following configuration options were introduced in Genesys Info Mart 8.5.003 release:

- populate-sip-im-facts
- link-msf-userdata-voice
- link-msf-userdata-mm
- days-to-keep-cfg-facts

The following configuration options were introduced in Genesys Info Mart 8.5.002 release:

- expand-mediation-time-for-gapless
- populate-media-neutral-sm-facts

The following configuration options were introduced in the initial Genesys Info Mart 8.5.001 release:

- introduced-transfer-threshold
- populate-thread-facts

The following configuration options were introduced in Genesys Info Mart 8.1.4 releases since the last update of the *Genesys Info Mart 8.1 Deployment Guide*:

- max-msfs-per-irf
- partitioning-interval-size-gidb-mm
- partitioning-interval-size-gidb-ocs
- stop-ixn-queues

Related information in the [Archive and Stop-Interaction \(Stop-Ixn\) Queues](#) section also applies to stop-ixn queues.

Additional Documentation Updates

- For information about the Active Switching Matrix (ASM) engage duration functionality, see the following pages:

- The **Outbound Contact Solution** has been updated to include information about the GSW_CALL_TYPE KVP.
- The **Genesys-defined KVPs that are not mapped by default** table now includes the GSW_CALL_TYPE KVP.
- The **ccon_adata_spec_GIM_example.xml** file has been updated to include the GSW_CALL_TYPE KVP.
- The **populate-irf-asm-engage-duration** configuration option has been added to the **Voice media interactions data** table.
- The **ICON Voice or Multimedia details** section includes additional information related to reporting on the time that an interaction was in focus on an agent desktop. Key configuration options link you to additional information in the *Genesys Interaction Concentrator Deployment Guide*.
- The **populate-sip-im-facts** configuration option has been added to the **SIP Instant Messaging data** table.
- The description of the **expand-mediation-time-for-gapless** configuration option will be updated to reflect a change in the default value from **false** to **true**, as of release 8.5.003.
- The description of the **populate-mm-ixnqueue-facts** configuration option will be updated to reflect enhancements in Tenant metrics functionality introduced in release 8.5.003.
- The descriptions of the **q-short-abandoned-threshold-voice** and **q-short-abandoned-threshold** configuration options will be updated to reflect that the Application-level settings for these options can be overridden at the level of individual supporting objects, starting with release 8.5.003.
- The deployment instructions will be updated with information about two new scripts that are used for reporting on Post-Call Survey user data, `make_gim_post_call_survey.sql` (for nonpartitioned databases) and `make_gim_post_call_survey_partitioned.sql` (for partitioned databases).
- The Info Mart database initialization instructions will be updated with information on how to enable unicode support for Oracle and PostgreSQL databases.
- The "Purging Info Mart Data" section will be enhanced with information about purging of configuration fact data.
- The descriptions of the **populate-mm-ixnqueue-facts** and **sm-resource-state-priority** configuration options will be updated to reflect enhancements in functionality introduced in release 8.5.002.
- The new user-data propagation rule, `IRF_INITIAL`, will be described in the Propagation Rules section, and new scenarios will be added to the table that illustrates the effect of the new propagation rule.
- In the deployment instructions for Genesys Info Mart Manager, clarification will be added that installation directory for Genesys Info Mart Manager must be different from the one where Genesys Administrator Extension (GAX) is installed.
- The ICON **ssc-processing** option, which must have a value of 1 in order for ICON and Genesys Info Mart to recognize single-step conference and single-step introduced transfer scenarios, will be added to the table of ICON options in Chapter 9 ("Preparing Interaction Concentrator").
- In Chapter 9 and various task summaries, statements about mandatory ICON option settings will be corrected:
 - **calls-in-the-past** = true and **om-force-adata** = true are mandatory only for Multimedia details, whereas the 8.1 *Deployment Guide* states that these settings are mandatory for all types of ICON details.
 - **vq-write-mode** = 0 is mandatory for Voice details and **vq-write-mode** = 1 is mandatory for Multimedia details, whereas the 8.1 *Deployment Guide* states that these settings are merely recommended.