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# Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

New in This Release

12/16/2025

## New in This Release

This page supplements the [New in Release 8.5.0](#) page in the *Deployment Guide*, to provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 releases, starting with the most recent release.

### Important

Starting with release 8.5.014.14 on August 30, 2019, Genesys Info Mart is part of 9.0. This document is valid only for the 8.5 releases of this product before Genesys Info Mart was part of 9.0. For 8.5 releases of Genesys Info Mart after August 30, 2019, see the [Current version](#) of this document.

For information about related documentation changes that were made in this document, see [What's New in the Documentation](#).

### New in Release 8.5.014.09

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, a new Info Mart dimension table, [GPM\\_DIM1](#), and nine new columns in the [GPM\\_FACT](#) table store the new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher. In addition, the values provided in some existing KVPs have been modified.  
For more information about the reporting KVPs sent by GPR, see [Integrate with Genesys Reporting](#) in the *GPR Deployment and Operations Guide*.
- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:
  - New tables, [CHAT\\_THREAD\\_FACT](#) and [MEDIA\\_ORIGIN](#), store data for chat thread statistics.
  - A new column in the [CHAT\\_SESSION\\_FACT](#) table, [THREAD\\_ID](#), has been included for future use, to associate chat session with chat thread reporting.

### New in Release 8.5.013.06

- **Enhanced omnichannel reporting** — Two new columns in the [SM\\_MEDIA\\_NEUTRAL\\_STATE\\_FACT](#) table, [END\\_DATE\\_TIME\\_KEY](#) and [RESOURCE\\_GROUP\\_COMBINATION\\_KEY](#), enhance support for reporting across all media channels.
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or

other monitoring purposes, new CDR\_\* tables have been added to the Info Mart database schema. The **make\_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR\_\* tables are populated in cloud deployments, they are considered reserved for internal use.

## New in Release 8.5.012.15

- In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher, Genesys Info Mart now supports reporting on Co-browse sessions. The following fact and dimension tables, which were originally added to the Info Mart schema in release 8.5.011.14, are no longer reserved:
  - **COBROWSE\_END\_REASON**
  - **COBROWSE\_PAGE**
  - **COBROWSE\_FACT**
  - **COBROWSE\_USER\_AGENT**
  - **COBROWSE\_MODE**
- In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. The following new tables, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), store relevant fact and dimension data:
  - **LDR\_FACT**
  - **LDR\_LIST**
  - **LDR\_CAMPAIGN**
  - **LDR\_POSTAL\_CODE**
  - **LDR\_DEVICE**
  - **LDR\_RECORD**
  - **LDR\_GROUP**

The LDR\_\* tables are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized. For links to more information about CX Contact historical reporting, see the [New in Release 8.5.012](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

## New in Release 8.5.011.18

- The GSW\_CALL\_TYPE column has been added to **IRF\_USER\_DATA\_GEN\_1** to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

## New in Release 8.5.011.14

- In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart supports detailed reporting on asynchronous (async) chat sessions.

The following new columns have been added to the **CHAT\_SESSION\_FACT** and **CHAT\_SESSION\_DIM** tables, to store async chat statistics in the Info Mart dimensional model database schema:

- CHAT\_SESSION\_FACT.ASYNC\_DORMANT\_COUNT • CHAT\_SESSION\_FACT.ACTIVE\_IDLE\_DURATION
- CHAT\_SESSION\_FACT.ASYNC\_DORMANT\_DURATION CHAT\_SESSION\_FACT.HANDLE\_COUNT
- CHAT\_SESSION\_FACT.ASYNC\_IDLE\_COUNT • CHAT\_SESSION\_FACT.HANDLE\_DURATION
- CHAT\_SESSION\_FACT.ASYNC\_IDLE\_DURATION • CHAT\_SESSION\_DIM.ASYNC\_MODE
- CHAT\_SESSION\_FACT.ACTIVE\_IDLE\_COUNT

For links to more information about async chat historical reporting, see the [New in Release 8.5.011.14](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

- Database schema improvements related to user data processing are as follows:
  - The index on the START\_DATE\_TIME\_KEY (I\_\*\_SDT) in the user data tables is now defined for partitioned databases. The index improves the performance of the export job, for which purpose the export job will add the index, when necessary, to existing databases at runtime. Previously, the indexes were added to the IRF\_USER\_DATA\_GEN\_1, IRF\_USER\_DATA\_KEYS, and IRF\_USER\_DATA\_CUST\_\* tables in the schema-creation script for nonpartitioned databases (**make\_gim\_UDE\_template.sql**), but not in the script for partitioned databases (**make\_gim\_UDE\_template\_partitioned.sql**).
  - To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF\_USER\_DATA\_KEYS table are added as nullable and without default values.
- The STG\_TRANSFORM\_DISCARDS.TABLE\_NAME column has been increased from 30 to 255 characters.
- In preparation for future support of a new data source, the following new tables have been added to the Info Mart database schema:
  - COBROWSE\_FACT
  - COBROWSE\_END\_REASON
  - COBROWSE\_MODE
  - COBROWSE\_PAGE
  - COBROWSE\_USER\_AGENT

## New in Release 8.5.011

- In eServices deployments with Chat Server release 8.5.203.09 or higher, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. In deployments that include Bot Gateway Server (BGS) release 9.0.002 or higher, Genesys Info Mart also supports reporting on chat bot activity. (BGS is currently available only in restricted release.)

The following new tables, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), store chat- and BGS-related data:

- CHAT\_SESSION\_FACT
- CHAT\_SESSION\_DIM
- BGS\_SESSION\_FACT
- BGS\_SESSION\_DIM
- BGS\_BOT\_DIM
- BGS\_BOT\_NAME\_DIM

A control table, CTL\_XML\_CONFIG, is used internally to map Chat Server KVPs and BGS reporting data attributes to the respective CHAT\_\* and BGS\_\* tables during transformation.

For links to more information about chat session and chat bot historical reporting, see the [New in Release 8.5.011](#) item in the *Genesys Info Mart 8.5 Deployment Guide*.

- To improve the robustness of queries that involve the **GPM\_FACT** table (for example, when converting from a nonpartitioned to a partitioned database), the START\_DATE\_TIME\_KEY is now part of the

composite primary key for the GPM\_FACT table in nonpartitioned as well as partitioned databases.

## New in Release 8.5.010.16

- Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the **CTL\_GDPR\_HISTORY** history table has been similarly extended.

- The UPDATE\_AUDIT\_KEY column was added to the following tables:

<b>CALLBACK_FACT</b>	<b>SDR_EXT_REQUEST_FACT</b>	<b>SDR_USER_INPUTS_FACT</b>
<b>GPM_FACT</b>	<b>SDR_SESSION_FACT</b>	<b>SDR_USER_MILESTONE_FACT</b>
<b>SDR_ACTIVITIES_FACT</b>	<b>SDR_SURVEY_FACT</b>	
<b>SDR_CUST_ATTRIBUTES_FACT</b>	<b>SDR_SURVEY_TRANSCRIPT_FACT</b>	

For tables that might contain personally identifiable information (PII), the presence of the audit key enables enhanced GDPR support in deployments that include the Data Export feature.

## New in Release 8.5.010

- To enable customers to comply with General Data Protection Regulation (GDPR) Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart exports or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. New control tables (CTL\_GDPR\_HISTORY, CTL\_GDPR\_HWM, CTL\_KEY\_TO\_CAF\_MAPPING) and a number of new temporary (TMP\_\*) tables support this functionality. The **CTL\_GDPR\_HISTORY** table reports the actual PII data that was requested for export or was redacted because of a "forget" request.
- In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. In preparation for future support of these alternative data channels, the following schema changes have been made:

- A new column in the **CTL\_TRANSFORM\_HISTORY** table, **HWM\_VALUE2**, provides supplemental information for HWMs that might require nonnumeric values for context.
- In Microsoft SQL Server deployments, the data types of some columns in the following dimension tables have changed, to support Unicode characters in both single- and multi-language databases.

<b>CALLBACK_DIM_1</b>	<b>SDR_APPLICATION</b>	<b>SDR_MESSAGE</b>
<b>CALLBACK_DIM_2</b>	<b>SDR_CALL_DISPOSITION</b>	<b>SDR_MILESTONE</b>
<b>CALLBACK_DIM_3</b>	<b>SDR_CALL_TYPE</b>	<b>SDR_SURVEY_ANSWERS</b>
<b>GPM_MODEL</b>	<b>SDR_CUST_ATTRIBUTES</b>	<b>SDR_SURVEY_QUESTIONS</b>
<b>GPM_PREDICTOR</b>	<b>SDR_ENTRY_POINT</b>	<b>SDR_SURVEY_QUESTIONS_I1</b>
<b>GPM_RESULT</b>	<b>SDR_EXIT_POINT</b>	<b>SDR_SURVEY_QUESTIONS_I2</b>
<b>INTERACTION_DESCRIPTOR</b>	<b>SDR_EXT_HTTP_REST</b>	<b>SDR_SURVEY_QUESTIONS_S1</b>
<b>POST_CALL_SURVEY_DIM_1</b>	<b>SDR_EXT_REQUEST</b>	<b>SDR_SURVEY_QUESTIONS_S2</b>
<b>POST_CALL_SURVEY_DIM_2</b>	<b>SDR_EXT_REQUEST_OUTCOME</b>	<b>SDR_SURVEY_S1</b>
<b>POST_CALL_SURVEY_DIM_3</b>	<b>SDR_EXT_SERVICE_OUTCOME</b>	<b>SDR_SURVEY_S2</b>
<b>POST_CALL_SURVEY_DIM_4</b>	<b>SDR_GEO_LOCATION</b>	<b>SDR_SURVEY_STATUS</b>
<b>POST_CALL_SURVEY_DIM_5</b>	<b>SDR_INPUT</b>	<b>SDR_USER_INPUT</b>
<b>POST_CALL_SURVEY_DIM_6</b>	<b>SDR_INPUT_OUTCOME</b>	<b>USER_DATA_CUST_DIM_1</b>
<b>SDR_ACTIVITY</b>	<b>SDR_LANGUAGE</b>	

For a summary of whether the changes occurred only in single-language databases, only in multi-language databases, or in both, see [What's New in the Documentation](#). For full details about the changes, see the table descriptions.

## Important

Because of the schema changes, Genesys strongly recommends that Microsoft SQL Server deployments for Genesys Info Mart 8.5.010 or higher use Microsoft SQL Server 2016 or later supported version. See [Microsoft SQL Server Considerations](#) in the *Deployment Guide* for more information.

- In multi-language Microsoft SQL Server databases, to correct data type inconsistencies between IDs that might be used for joins, the data types of the following columns have been changed from nvarchar to varchar:
 

CALLBACK_FACT.ORIGINATION_I_XN_ID	SDR_ACTIVITIES_FACT.SESSION_ID
CALLBACK_FACT.FIRST_OUT_I_XN_ID	SDR_SURVEY_FACT.SESSION_ID
CALLBACK_FACT.LAST_OUT_I_XN_ID	SDR_SURVEY_FACT.INTERACTION_ID
CALLBACK_FACT.ORS_SESSION_ID	SDR_SURVEY_TRANSCRIPT_FACT.SESSION_ID
GPM_FACT.MEDIA_SERVER_I_XN_GUID	
- To extend Unicode support for user input in multi-language Microsoft SQL Server databases, the data types of the UTTERANCE and INTERPRETATION columns in the SDR\_USER\_INPUTS\_FACT table have been changed from varchar to nvarchar.

## New in Release 8.5.009.20

- New tables and columns, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), extend support for Callback reporting by providing more data about dialing attempts and dial results.
  - Two new dimension tables, **CALLBACK\_DIAL\_RESULTS** and **CALLBACK\_DIM\_4**, have been added.
  - The following columns have been added to the **CALLBACK\_FACT** table:
 

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL
CALLBACK_DIM_4_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_A_CONNECTED
CUSTOMER_ANI	FIRST_OUT_I_XN_ID	PRIORITY_WHEN_C_CONNECTED
DIAL_1_TS through DIAL_5_TS	LAST_OUT_I_XN_ID	PRIORITY_WHEN_CB_ACCEPTED
EWT_THRESHOLD_WHEN_OFFERED	ORIGINATION_I_XN_ID	SERVICE_END_TS
	ORS_SESSION_ID	WAITED_BEFORE_OFFER_TIME

The columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs. For more information about the KVPs that GMS supports, see [Genesys Mobile Services \(GMS\) — for Callback](#) in the *Genesys Info Mart Deployment Guide*.

## Important

If you use the Data Export feature, ensure that you modify your target database schema and import processing to match the Info Mart schema changes.

- The index I\_GPM\_FACT\_SDT, on the START\_DATE\_TIME\_KEY in the GPM\_FACT table, is now defined for partitioned databases. The index improves the performance of queries that are bounded by time.

Previously, the index was added to the GPM\_FACT table in the schema-creation script for nonpartitioned databases (**make\_gim.sql**), but not in the script for partitioned databases (**make\_gim\_partitioned.sql**).

## New in Release 8.5.009

- In premise deployments, Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. The following new **GPM\_\*** tables in the Info Mart schema store GPR-related data:
  - **GPM\_FACT**
  - **GPM\_RESULT**
  - **GPM\_PREDICTOR**
  - **GPM\_MODEL**
- Audit keys were added to the CTL\_TRANSFORM\_HWM and **CTL\_TRANSFORM\_HISTORY** control tables, as well as to a number of staging tables.

## New in Release 8.5.008.29

- The following new SDR\_\* fact and dimension tables, which are defined in the database-creation scripts (**make\_gim.sql**, **make\_gim\_partitioned.sql**, **make\_gim\_multilang.sql**, or **make\_gim\_multilang\_partitioned.sql**), have been added:
  - **SDR\_SURVEY\_FACT**
  - **SDR\_SURVEY\_QUESTIONS**
  - **SDR\_SURVEY\_ANSWERS**
- In deployments that support Session Detail Record (SDR) reporting, the way Genesys Info Mart stores URL values in the SDR\_EXT\_HTTP\_REST table has changed. For more information, see **SDR\_EXT\_HTTP\_REST.URL**.

## New in Release 8.5.008

- The following changes have been made to CALLBACK\_FACT columns: The data type of DS\_AUDIT\_KEY has been increased from 10 to 19 digits; a default value (0) has been added for LAST\_CALLBACK\_OFFERED\_TS.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:

- The following new column has been added to the previously implemented SDR\_\* fact and dimension tables: SDR\_CALL\_TYPE.MEDIA\_TYPE.
- The following SDR\_USER\_INPUTS\_FACT columns have been modified: START\_TS\_MS is no longer mandatory; UTTERANCE and INTERPRETATION have been increased to 512 chars.
- To support internal performance improvements, additional fields have been added to indexes in the GIDB\_GC\_\* tables.

## New in Release 8.5.007

- In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. The data type for INTERACTION\_FACT.SUBJECT has been extended from 255 to 1024 characters to accommodate this enhancement. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, as defined now in the user-data template scripts (**make\_gim\_UDE\_template\*.sql**). Previously, the limit was 255 characters.
- Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make\_gim\_multilang.sql** or **make\_gim\_multilang\_partitioned.sql**) uses nvarchar instead of varchar data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see [Configuring for Multi-Language Support](#) in the *Interaction Concentrator Deployment Guide*). Note that in the Unicode schema certain internally used fields, such as CTL\_UD\_TO\_UDE\_MAPPING.UDE\_TABLE\_NAME, retain the varchar data type.

### Important

There is no migration path from an existing Info Mart database to a Unicode one. Contact Genesys Customer Care if you need assistance with data transfer.

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR\_\* fact and dimension tables, which are defined in the make\_gim.sql and make\_gim\_partitioned.sql scripts, have been added: SDR\_ACTIVITIES\_FACT, SDR\_ACTIVITY, SDR\_SURVEY\_I1, SDR\_SURVEY\_I2, SDR\_SURVEY\_QUESTIONS\_I1, SDR\_SURVEY\_QUESTIONS\_I2, SDR\_SURVEY\_QUESTIONS\_S1, SDR\_SURVEY\_QUESTIONS\_S2, SDR\_SURVEY\_S1, SDR\_SURVEY\_S2, SDR\_SURVEY\_SCORES, SDR\_SURVEY\_STATUS.
  - The following new columns have been added to the previously implemented SDR\_\* fact and dimension tables: SDR\_CALL\_DISPOSITION.FINAL\_DISPOSITION, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_I1\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_I2\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_S1\_KEY, SDR\_SESSION\_FACT.SDR\_SURVEY\_QUESTIONS\_S2\_KEY, SDR\_SURVEY\_STATUS.OFFER.



## New in Release 8.5.006

- A new propagation rule, **IRF\_ROUTE**, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource (where additional changes might be made to the key's value).
- A new column, **TARGET\_ADDRESS**, has been added to the INTERACTION\_RESOURCE\_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.
- In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

## New in Release 8.5.005

- Following the initial 8.5.005 release, starting with release 8.5.005.20, a new table, **SDR\_SURVEY\_TRANSCRIPT\_FACT**, has been added to the schema to support survey transcription data.
- Genesys Info Mart now supports reporting on **Genesys Callback** activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box.

Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated tables, which were initially introduced in an earlier Genesys Info Mart release:

- **CALLBACK\_FACT**
- **CALLBACK\_DIM\_1**
- **CALLBACK\_DIM\_2**
- **CALLBACK\_DIM\_3**

Additionally, new values have been added to the following columns in conjunction with Callback support implementation:

- **OUTBOUND\_CALLBACK** in the INTERACTION\_TYPE.INTERACTION\_SUBTYPE column
- **DEFERRED** and **INCOMPLETE** in the TECHNICAL\_DESCRIPTOR.TECHNICAL\_RESULT column
- **CALLBACK\_ACCEPTED** in the TECHNICAL\_DESCRIPTOR.RESULT\_REASON column

Genesys Callback reporting requires Interaction Concentrator 8.1.500.04 or higher and GMS 8.5.102.11 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the [Genesys Info Mart Deployment Guide](#).

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR\_\* fact and dimension tables, which are defined in the make\_gim.sql and make\_gim\_partitioned.sql scripts, have been added: SDR\_CUST\_ATTRIBUTES, SDR\_CUST\_ATTRIBUTES\_FACT, SDR\_SURVEY\_I1, SDR\_SURVEY\_I2, SDR\_SURVEY\_S1, SDR\_SURVEY\_S2, SDR\_SURVEY\_STATUS, SDR\_SURVEY\_SCORES.

## New in Release 8.5.004

- Genesys Info Mart now supports reporting on how much time a particular interaction was in focus (that is, actively being processed) on the agent desktop. Two new columns, FOCUS\_TIME\_COUNT and FOCUS\_TIME\_DURATION in the INTERACTION\_RESOURCE\_FACT (IRF) table, store focus time data. This functionality requires Workspace Desktop Edition (WDE) release 8.5.112.08 or higher and Interaction Concentrator release 8.1.507.06 or higher.
- Genesys Info Mart now stores data that enables you to determine who ended a chat session. If a customer leaves the chat session before the agent, a new flag, called CUSTOMER\_LEFT\_FIRST, is added to the ANCHOR\_FLAGS dimension and is set in the IRF.ANCHOR\_FLAGS\_KEY field. For conference calls, the flag is set for each IRF record that is active when the customer left the chat session. The time when the customer left the chat, or the time when the agent stopped the chat session is stored in the IRF.IRF\_ANCHOR\_TS column. (IRF\_ANCHOR\_TS is the new name for the column that was called IRF\_ANCHOR\_SENT\_TS in release 8.5.003 and IRF\_ANCHOR\_DATE\_TIME\_KEY prior to that.) The IRF\_ANCHOR\_TS column is populated in each IRF record that is active when the customer leaves the chat session. To support this functionality, Interaction Concentrator release 8.1.507.06 or higher is required.
- In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time, if so configured. Two new columns, ASM\_COUNT and ASM\_ENGAGE\_DURATION in the IRF table, are populated based on the setting for the new configuration option, populate-irf-asm-engage-duration. (The default option value is false.) Genesys Info Mart requires that OCS attaches a special KVP, GSW\_CALL\_TYPE="ENGAGING", to identify engaging calls.
- To improve processing of user data that is attached during mediation, a new column, USERDATA\_FLAG, has been added to the MEDIATION\_SEGMENT\_FACT (MSF) table. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- The field IRF.LAST\_INTERACTION\_RESOURCE is now supported for all media types. Release 8.5.003 supported this field only for voice interactions. Prior to release 8.5.003, this field was reserved.
- Starting with release 8.5.003.17, to distinguish an agent from other persons in a contact center, a newly introduced value, Person, is set in the RESOURCE\_.RESOURCE\_SUBTYPE column for any persons who are not agents. The previously existing value, Agent, is now used in the RESOURCE\_.RESOURCE\_SUBTYPE column only to identify Agents (that is, the resources for whom the IsAgent flag is set in the Person configuration object). Both subtypes are associated with the Agent resource type that is stored in the RESOURCE\_.RESOURCE\_TYPE column.

## New in Release 8.5.003

- To enhance Tenant metrics to include active multimedia interactions that have not yet been handled, two new columns, ANCHOR\_ID and ANCHOR\_SDT\_KEY, are added to the INTERACTION\_FACT table. Values in these columns are derived as follows:
  - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR\_ID based on the INTERACTION\_RESOURCE\_ID of the INTERACTION\_RESOURCE\_FACT (IRF) record with IRF\_ANCHOR = 1. The ANCHOR\_SDT\_KEY value in this case equals the START\_DATE\_TIME\_KEY of the same IRF record.
  - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR\_ID based on the

MEDIATION\_SEGMENT\_ID of the MEDIATION\_SEGMENT\_FACT (MSF) record for the most recent mediation DN. The ANCHOR\_SDT\_KEY value in this case equals the START\_DATE\_TIME\_KEY of the same MSF record.

- To enable Unicode characters support on Oracle databases, the fields with the varchar data types now use the explicit CHAR character length semantics.
- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD\_FIELD\_41 through RECORD\_FIELD\_60) of the varchar data type are added to the CONTACT\_ATTEMPT\_FACT table.
- A new column, CREATE\_AUDIT\_KEY, has been added to the SM\_MEDIA\_NEUTRAL\_STATE\_FACT table.
- In the INTERACTION\_RESOURCE\_FACT table, the name of the IRF\_ANCHOR\_DATE\_TIME\_KEY column is changed to IRF\_ANCHOR\_SENT\_TS.
- A previously reserved field, LAST\_INTERACTION\_RESOURCE, in the INTERACTION\_RESOURCE\_FACT table is now populated for voice interactions.
- New combinations in the TECHNICAL\_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.
  - Completed/Archived/InConference/Unspecified
  - Completed/Archived/InConference/ConferenceInitiator
  - Completed/Archived/InConference/ConferenceJoined
  - Completed/Archived/InitiatedConsult/Unspecified
  - Completed/Archived/ReceivedConsult/Unspecified
  - Completed/Archived/ReceivedRequest/Unspecified
  - Completed/Canceled/InConference/Unspecified
  - Completed/Canceled/InConference/ConferenceInitiator
  - Completed/Canceled/InConference/ConferenceJoined
  - Completed/Canceled/InitiatedConsult/Unspecified
  - Completed/Canceled/ReceivedConsult/Unspecified
  - Completed/Canceled/ReceivedRequest/Unspecified
- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.
  - PUSH\_DELIVERY\_CONFIRMED\_TS field has been added to the CALLBACK\_FACT table.
  - CUSTOMER\_READY\_TO\_START\_IXN\_TS field has been added to the CALLBACK\_FACT table.
  - DESIRED\_TIME field in the CALLBACK\_FACT table has been renamed to DESIRED\_TIME\_TS.
  - A constraint, NOT NULL, has been added for the DESIRED\_TIME\_TS field (with a default value of 0).
- For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, new tables can be added to the Info Mart installation database by using the appropriate post-call survey script (**make\_gim\_post\_call\_survey.sql**, **make\_gim\_post\_call\_survey\_partitioned.sql**, **make\_gim\_post\_call\_survey\_multilang.sql**, or **make\_gim\_post\_call\_survey\_multilang\_partitioned.sql**).

## New in Release 8.5.002

- To support reporting on media-neutral agent states, a new fact table, `SM_MEDIA_NEUTRAL_STATE_FACT`, stores the summarized states for each agent across all media. Population of the table is controlled by a new configuration option, **populate-media-neutral-sm-facts**. Priority of agent states relative to each other is controlled with an existing configuration option, **sm-resource-state-priority**.
- To provide Call Detail Record (CDR) data, a new database view, `CDR`, has been added to the Info Mart schema. The CDR view is based on the `INTERACTION_RESOURCE_FACT` table and `MEDIA_TYPE`, `INTERACTION_TYPE`, `RESOURCE_`, `TECHNICAL_DESCRIPTOR`, and `DATE_TIME` dimension tables. The `DATE_TIME` dimension is presented as a new `CDR_DATE_TIME` view, for purposes of CDR data reporting.

## New in Release 8.5.001

- To assist in exporting and archiving data, audit keys (`CREATE_AUDIT_KEY` and `UPDATE_AUDIT_KEY`) have been added to user-data fact extension tables:
  - `IRF_USER_DATA_CUST_1`
  - `IRF_USER_DATA_GEN_1`
  - `IRF_USER_DATA_KEYS`
- To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as index-organized in Oracle).
- A new role reason and technical result reason, `IntroducedTransfer`, identify IRFs for agents involved in an introduced transfer. For information about when a conference qualifies as an introduced transfer, see the description of the new configuration option, `introduced-transfer-threshold`.
- A new interaction subtype, `InternalConferenceInvite`, supports simplified, more meaningful reporting on chat conferences or consultations through a queue, by identifying the subordinate interactions that the agent desktop uses to implement the interaction flow.
- Support for reporting on chat consultations affects the population of various IRF metrics. For more information, see [IRF details](#) in the section about documentation changes.
- Population of thread-related columns in the `ANCHOR_FLAGS` table is no longer enabled by default. A new configuration option, `populate-thread-facts`, controls whether thread-related metrics will be populated. Enabling this functionality might negatively impact Genesys Info Mart performance.
- The initial 8.5.001 release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition, release 8.1.402.07 included schema and configuration changes to prepare Genesys Info Mart to support additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services. The following observable changes in the Info Mart schema support functionality in a future release:
  - New `SDR_*` fact and dimension tables
  - A new `CALLBACK_FACT` table and new callback dimension tables (`CALLBACK_DIM_1`, `CALLBACK_DIM_2`, `CALLBACK_DIM_3`)
  - User data mapping for additional KVPs