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Genesys Info Mart Deployment Guide

Configuring Media Type Business Attribute Objects

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This page provides instructions for configuring Media Type Business Attribute objects for Genesys Info Mart reporting. Settings on Media Type Business Attribute objects affect Genesys Info Mart reporting of queue metrics for multimedia interactions for a tenant.

Important

GCXI and RAA customers please note: RAA thresholds are controlled by aggregation-specific **[agg-gim-thld-*]** options, which are described under [How Do I Configure Genesys Info Mart for Aggregation?](#) in the *Reporting and Analytics Aggregates Deployment Guide*.

Procedure: Configuring a Media Type Business Attribute for Genesys Info Mart reporting

Purpose: To implement media-specific, tenant-specific thresholds for multimedia interactions.

Prerequisites

- You are logged in to the interface you use to configure your Genesys applications.
- You have the required access privileges to modify properties for Media Type Business Attribute objects in the Genesys Configuration Layer.

Steps

1. For the media type for which you want to configure tenant-specific thresholds, display the properties for the Media Type Business Attribute object for that tenant.
2. Open the **Annex** of the configuration object.
3. Add a new section, named **gim-etl-media**, if it does not exist already on the **Annex**.
4. Open the new section and add one or more of the following options, with values that are suitable for that tenant, for the media type. Click the option name to see more information about the option.

- q-answer-threshold
- q-short-abandoned-threshold
- short-abandoned-threshold

The values you set for these options in a specific Media Type Business Attribute object, which is configured for a particular tenant, will override values that are set in the Genesys Info Mart Application object. In turn, options set on a Media Type Business Attribute can be overridden by values set at the DN, Script, or Switch level. For more information, see [Summary of options configurable at different levels](#), as well as the comments in the tables summarizing options relating to [Multimedia interactions data](#) and [Queue activity data for multimedia](#).

Tip

For Genesys Info Mart-related options that you configure in a Media Type Business Attribute object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

Next Steps

- For Voice or Multimedia details, see [Configuring a DN for ICON and Genesys Info Mart reporting](#).
- (Optional) For Multimedia details, see [Setting Script object options for Genesys Info Mart reporting](#).
- For Outbound Contact details, see [Configuring Field Objects](#).