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Genesys Info Mart Deployment Guide

Configuring Supporting Objects

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Configuring Supporting Objects

Both ICON and Genesys Info Mart require certain settings on other Genesys configuration objects, such as DN and Field objects, in order to support specific functionality. This page provides links to more information about configuring supporting objects to meet ICON and Genesys Info Mart requirements.

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ICON- and Genesys Info Mart–Related Configuration on Other Objects

Configuration settings on the following configuration objects affect ICON processing in ways that are significant for Genesys Info Mart:

- Switch (for Voice or Multimedia details)
- DN (for Voice or Multimedia details)
- Field (for Outbound Contact details)

Configuration settings on the following configuration objects affect Genesys Info Mart data processing:

- Switch (for Voice or Multimedia details)
- Media Type Business Attribute (for Multimedia details)
- DN (for Voice or Multimedia details)
- Script (for Multimedia details)
- Field (for Outbound Contact details)

Use the instructions on the following pages to configure the appropriate settings for your environment:

- [Configuring Switch Objects](#)
- [Configuring Media Type Business Attribute Objects](#)
- [Configuring DN Objects](#)
- [Configuring Script Objects](#)
- [Configuring Field Objects](#)

Annex or Options Tab

In all cases, you use a Genesys configuration interface to configure the options that ICON or Genesys Info Mart require on supporting objects:

- If you use Genesys Configuration Manager, configure the options on the **Annex** tab of the applicable configuration object.
- If you use Genesys Administrator, configure the options on the **Advanced View (Annex)** of the configuration object's **Options** tab.
- If you use Genesys Administrator Extension (GAX), configure the options on the **Options** tab of the

applicable configuration object.

For more information about locating the configuration objects in your Genesys configuration interface, see the Help — [Configuration Manager Help \(8.1\)](#), [Genesys Administrator Help](#), or [Genesys Administrator Extension Help](#).