Genesys Info Mart Deployment Guide

New in Release 8.5.1

5/5/2025

New in Release 8.5.1

Genesys Info Mart 8.5.1 is part of 9.0.

This page highlights new or changed functionality that was introduced in Genesys Info Mart 8.5.1. See New in Release 8.5.0 for information about changes introduced in earlier Genesys Info Mart 8.5.0 releases.

For related information about Info Mart database schema changes, see the "New in Release 8.5.1" and "Summary of Info Mart Schema Changes" pages in the *Genesys Info Mart Physical Data Model* (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively). See the short video on New in 8.5.x Releases to learn how to view summary information about schema changes.

New in Release 8.5.116.29

> ### Important
> Genesys Info Mart 8.5.116.29 requires Interaction Concentrator (ICON) 8.1.100.36 or higher. To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.514.47 or higher.

Release 8.5.116.29 introduces the following new features and functionality:

- **Data Export enhancements:**
  - The export job now creates multiple export chunks when the amount of data to be exported exceeds the export chunk size — for example, when there is an export backlog, such as when data is re-exported. The max-chunks-per-job configuration option enables you to specify the maximum number of export chunks. This improvement can significantly reduce the time required to process large export backlogs. Previously, the export job exported only one chunk of data each time it ran.
  - The export job now purges exported data based on the export creation time, as indicated by the `created-ts` value in the export metadata file. Previously, the export job purged exported data based on the data generation time, as indicated by the `max-data-ts` value in the metadata file.
- **Support for PostgreSQL 13** — See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases.

New in Release 8.5.116.26

> **Important**
>
> Genesys Info Mart 8.5.116.26 requires Interaction Concentrator (ICON) 8.1.100.36 or higher. To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.514.47 or higher.

Release 8.5.116.26 introduces the following new features and functionality:

- **Log4j 2 support** — The Apache Log4j library included with Genesys Info Mart has been upgraded to 2.17.1. To maintain backward compatibility, Genesys Info Mart configures Log4j 2 using the existing properties created for Log4j 1, as specified in the **log4j.properties** file in the Genesys Info Mart installation package. You can modify the Log4j 1 configuration by setting options in the [log4j] configuration section. For information about how you can switch to using Log4j 2 configuration, see the Upgrade Notes section in the *Genesys Info Mart 8.5.116.26 Release Note.*

- **Security enhancements** — Various 3rd party libraries are updated for security reasons.

- **Outbound Contact reporting enhancement** — A new configuration option, ocs-dial-sched-time in the **[gim-transformation]** section, enables you to specify whether Genesys Info Mart populates the CONTACT_ATTEMPT_FACT.DIAL_SCHED_TIME column with the first or the last value OCS records in the **dial_sched_time** field during a contact attempt. The default value, which preserves legacy behavior, is to use the last value.

- For additional schema-related changes, see "New in Release 8.5.116.26" in the *Genesys Info Mart Physical Data Model* (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

New in Release 8.5.116.20

> **Important**
>
> Genesys Info Mart 8.5.116.20 requires Interaction Concentrator (ICON) 8.1.100.36 or higher. To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.514.47 or higher.

Release 8.5.116.20 introduces the following new features and functionality:

- **Outbound Contact enhancement** — A new configuration option, ocs-allowed-lateness, enables you to specify how long Genesys Info Mart waits for late-arriving outbound data. Outbound data (such as GO_METRICS) that arrives late but within the specified limit, is processed during transformation.

- **Data Export encryption** — Genesys Info Mart now supports encrypting the .zip files in your Data Export package. A new configuration option in the **[gim-export]** section, encrypt-certificate, enables you to specify the path to the certificate Genesys Info Mart uses when encrypting the exported .zip

files. If the option is not specified (the default value), Genesys Info Mart does not encrypt the exported files.

New in Release 8.5.116.12

> **Important**
> Genesys Info Mart 8.5.116.12 requires Interaction Concentrator (ICON) 8.1.100.36 or higher. To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.514.47 or higher.

Release 8.5.116.12 introduces the following new features and functionality:

- **Data Export enhancements:**
  - Two SQL scripts that support use of the Data Export feature are now made available in the output folder that contains the data export:
    - **update_target_gim_db*.sql** — Enables you to create or update the target database schema into which you import the exported Info Mart data. The version of the script matches the Genesys Info Mart release in effect when the data export was performed.
    - **make_export_views<db-schema>.sql** — Enables you to restore or troubleshoot the export views used for your data export (for example, if your views get corrupted or you want to restore an earlier version).

      Scripts are provided for all the RDBMSs that Genesys Info Mart supports, stored in RDBMS-specific **sql_scripts/<dbms>** folders in the Data Export output package. Previously, the scripts were available only in the **sql_scripts** folder in the installation directory.

      For more information about using the **update_target** script and export views, see the "About Data Export" page in the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).
  - The GIDB_GC_ANNEX table, which stores information about the configuration of contact center objects such as persons and DNs, is now included in Data Export.

- **Reporting data enhancements:**
  - A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity.
  - For reporting data that Genesys Info Mart obtains from Kafka, a new table, CTL_PRODUCER_INFO, stores information about the version of the upstream application or service that produced the Kafka data. A new column, PRODUCER_INFO_KEY, in the CTL_AUDIT_LOG table enables you to trace the Kafka data lineage and is useful for troubleshooting purposes.
  - A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use.

    For more details about the schema-related changes, see the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).