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Genesys Info Mart Deployment Guide

Enabling Reporting on Configuration Details

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Enabling Reporting on Configuration Details

This page provides a high-level summary of the targeted task flow to enable Genesys Info Mart to support Configuration details reporting. For a more general, comprehensive overview of deployment tasks, see [Overview: Deploying Genesys Info Mart](#).

1. Prepare the ICON application to capture and store Configuration details.

When you configure the ICON application, ensure that:

- At a minimum, you set the following option values:
 - **role** includes the value `cfg`. If you follow the Genesys recommendation to provide a dedicated Configuration details ICON (and IDB), ensure that the role option specifies *only* `cfg`.
 - **use-dss-monitor** = 1 (or `true`)
 - **partition-type** = 2
- You configure an ADDP connection to Configuration Server (or to an HA pair of Configuration Servers).

For more information about how to configure the ICON application for Genesys Info Mart, see [Configuring ICON](#).

For more information about all of the ICON configuration options that affect ICON processing and data storage, see the [Interaction Concentrator Deployment Guide](#) for your release.

2. Prepare the Interaction Database (IDB) instance(s) from which Genesys Info Mart will obtain Configuration details.

(Optional) After you have run the ICON-provided scripts to create the IDB(s), execute one of the following SQL scripts, which Genesys Info Mart provides:

- **update_idb_for_gim.sql**
- **update_idb_for_gim_mm.sql**

For more information, see [Preparing IDBs to work with Genesys Info Mart](#).

3. Enable ICON to access the Configuration details IDB.

When you create and configure the DAP application that enables the Configuration details ICON to access IDB, ensure that you add the DAP to the **Connections** tab of the ICON Application object.

4. Configure and install the Genesys Info Mart application.

When you configure the Genesys Info Mart application, ensure that:

- The values of Genesys Info Mart configuration options are suitable for your deployment. For summaries of the available Genesys Info Mart options, see [Data-Processing Options for Genesys Info Mart](#), [Operations-Related Options for Genesys Info Mart](#), and [Genesys Info Mart Aggregation-Related Options for GCXI and RAA](#).
- You configure a connection to the ICON application (or HA set) that stores Configuration details.

For more information about how to configure the Genesys Info Mart application, see [Configuring the Genesys Info Mart Application](#).

5. Enable Genesys Info Mart to access the Configuration details IDB.

- When you configure the DAP application that enables Genesys Info Mart to access the Configuration

details IDB, ensure that the **role** option includes the value ICON_CFG. For more information, see [Preparing Extraction DAPs](#).

- On the **Connections** tab of the Genesys Info Mart Application object, add a connection to this DAP.