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Genesys Info Mart Deployment Guide

Operations-Related Options for Genesys Info Mart

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Operations-Related Options for Genesys Info Mart

Genesys Info Mart behavior and functionality are controlled by configuration option settings on the Genesys Info Mart Application and other supporting objects, such as DNs and Scripts.

The tables on this page list the configuration options that affect the operations of the Genesys Info Mart components. These options control the ETL process, and most of them apply in any environment. The tables group the options by functional area.

Review the options to identify the ones that are relevant to the Genesys Info Mart operation in your environment. In particular, decide:

- For new deployments, from which date you want Genesys Info Mart to start extracting data after the Info Mart database is initialized (see [Startup](#)).
- How you want Genesys Info Mart to schedule launching of ETL jobs (see [Scheduling](#)).
- How you want Genesys Info Mart to process error conditions during data transformation (see [Transformation error handling](#)).
- What logging level is sufficient for Genesys Info Mart Server (see [Logging](#)).
- How you want to adjust ETL behavior to meet requirements for data quality and data availability, given the characteristics of your environment and interaction flows (see [Miscellaneous](#)).
- Which, if any, of the redundant IDBs in an HA set you want to identify as preferred for the purposes of extraction (see [Miscellaneous](#)).
- How you want Genesys Info Mart to optimize Genesys Info Mart Server performance (see [Performance tuning](#)).
- What connection and other data source-related information Genesys Info Mart needs to extract data that comes through data streams other than Interaction Concentrator (see [Alternative data streams](#)).
- If you use the Data Export functionality, whether you need to modify the parameters of the export job (see [Data export](#)).
- What data-retention policies and other purge-related strategies you want to implement (see [Database maintenance](#)).
- What calendar dimensions you need for your reports (see [Calendar maintenance](#)).

Related Information

In addition to the operations-related options on this page, you might be interested in the following:

- [Data-Processing Options for Genesys Info Mart](#) — Affect the content and quality of data that is stored in the Info Mart database.
- [Genesys Info Mart Aggregation-Related Options for GCXI and RAA](#) — Enable aggregation in your deployment, if GCXI or RAA is installed.

Operations-Related Options Summary Tables

The following tables summarize the Genesys Info Mart operations-related options:

- [Startup](#)
- [Scheduling](#)
- [Transformation error handling](#)
- [Logging](#)
- [Miscellaneous](#)
- [Performance tuning](#)
- [Alternative data streams](#)
- [Data export](#)
- [Database maintenance](#)
- [Calendar maintenance](#)

Tip

Click an option name in the tables below to see a short description, from which you can link directly to the option description in the *Genesys Info Mart Configuration Options Reference*.

Startup

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	etl-start-date=Initialization date minus 30 days	In the Application object, configure the options on the Options tab.

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Scheduling

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[schedule]	timezone=GMT run-scheduler=false	In the Application object, configure the

Configuration Object	Section Name	Option Name and Default Value	Comments
		etl-frequency=1 etl-start-time=06:00 etl-end-time=22:00 run-aggregates=false aggregate-schedule=0 1 aggregate-duration=5:00 run-maintain=true maintain-start-time=03:00 run-update-stats=false update-stats-schedule=0/10 * run-export=false export-schedule=20 0/8 on-demand-migration=false	options on the Options tab.

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Transformation error handling

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[error-policy]	error-policy-call-mergecall-missing=resume error-policy-campaign-group-missing=exception error-policy-cfg-check-backup-data-source=error error-policy-ipurpose-numberformat=resume error-policy-islink-dangling=resume error-policy-islink-multiple-sources=resume error-policy-islink-multiple-targets=resume error-policy-islink-multiple-vertices=resume error-policy-islink-source-party-missing=resume error-policy-party-created-duplicated=resume error-policy-party-created-missing=resume error-policy-party-parent-missing=resume error-policy-irf-exception=log_db_resume error-policy-irf-exception-resumable=Exception	In the Application object, configure the options on the Options tab.

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Logging

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[log4j]	log4j.appender.ConsoleLogger.Threshold=info logging-level=info log-file-name=gim_etl.log max-log-file-size=50MB max-backup-index=10	In the Application object, configure the options on the Options tab.

Configuration Object	Section Name	Option Name and Default Value	Comments
		console-pattern-layout=%d{ISO8601} %-5p %-12t %m%n file-pattern-layout=%d{ISO8601} %-5p %-12t %m%n	
	[log]	verbose=standard standard=network	

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Miscellaneous

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	delayed-data-threshold=900 extract-data-stuck-threshold=28860 max-call-duration=3600 max-time-deviation=30 memory-threshold=0 merge-failed-is-link-timeout=0 user-event-data-timeout=3600	Note: The primary purpose of these options is to control aspects of Genesys Info Mart behavior that affect data quality or data availability. However, these options also have an impact on operating performance (for example, because they influence the size of merge tables or staging tables). In the Application object, configure the options on the Options tab.
	[gim-transformation]	pipeline-timeout-in-hours=1	In the Application object, configure the option on the Options tab.
Info Mart and extraction DAPs	[gim-etl]	geo-location=""	In the DAP object, configure the option on the Options tab.

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Performance tuning

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	extract-data-cfg-facts-chunk-size=90000 extract-data-chunk-size=900 extract-data-thread-pool-size=32 max-chunks-per-job=10 merge-chunk-size=200000	In the Application object, configure the options on the Options tab.
	[gim-transformation]	chunk-size=7200 irf-io-parallelism=4 ixn-data-limit=10000 ud-io-parallelism=5	
Info Mart and extraction DAPs	[gim-etl]	cp-reuse-count=-1	In the DAP object, configure the option on the Options tab.

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Alternative data streams

Use the following configuration options to specify data sources and to manage data that does not come through ICON.

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[elasticsearch-<data-source-id>]	client=off g:index-interval=No default value g:tenant-prefix=No default value rest:max-content-length=100 MB sources:extra=None	In the Application object, configure the options on the Options tab.
	[kafka-<cluster-name>]	bootstrap.servers=No default value g:topic:<topic-name>=No default value Native Kafka client options	Genesys Info Mart must predefine the mapping of data from Elasticsearch and Kafka. Support for data from these alternative data streams is limited to certain applications, some of which are currently available only in cloud deployments.
	[gim-transformation]	kafka-idle-timeout=10 seconds	

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Data export

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-export]	chunk-size-seconds=86400 days-to-keep-output-files=14 encrypt-certificate=No default value max-retries=3 output-directory=output output-files-encoding=utf8 retry-delay-seconds=30 start-date= thread-pool-size=10 use-export-views=false	In the Application object, configure the options on the Options tab.

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Database maintenance

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	days-to-keep-gidb-facts=14 days-to-keep-cfg-facts=400 or days-to-keep-gim-facts days-to-keep-gim-facts=400 days-to-keep-active-facts=30 days-to-keep-gdpr-history=15 days-to-keep-deleted-annex=2 days-to-keep-discards-and-job-history=600 purge-transaction-size=100000 purge-thread-pool-size=32 For partitioned databases only: partitioning-interval-size-gidb=86400 partitioning-interval-size-gidb-mm=86400 partitioning-interval-size-gidb-ocs=86400 partitioning-interval-size-gim=86400 partitioning-ahead-range=14	In the Application object, configure the options on the Options tab.

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Calendar maintenance

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[date-time] For custom calendars: [date-time-*]	date-time-table-name=DATE_TIME date-time-tz=GMT date-time-start-year=2012 date-time-min-days-ahead=183 date-time-max-days-ahead=366 simple-week-numbering=true	In the Application object, configure the options on the Options tab.

Configuration Object	Section Name	Option Name and Default Value	Comments
		first-day-of-week=1 min-days-in-first-week=1 fiscal-year-week-pattern=none fiscal-year-start=	

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