GENESYS™

Genesys Info Mart Deployment Guide

Data-Processing Options for Genesys Info Mart

5/10/2025

Data-Processing 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 content and quality of data that is stored in the Info Mart database. The tables group the options by functional area and, within each functional area, by type of data. Some options are set on the Genesys Info Mart Application object, and some on other objects.

Review the options to identify the ones that are relevant to the reports that you are required to provide on the data types that are relevant to your environment, and modify the option values if necessary.

For example, suppose that you would like to report on interactions and agent activity at the DN and ACD queue levels, using Genesys Info Mart pre-aggregated data, in a contact center that processes inbound voice interactions. Review the options in the following tables:

- Voice media interactions data
- Agent activity data not specific to media type
- Voice agent activity data
- Queue activity data for voice (ACD queue or Virtual Queue)

Carefully consider the values that you set for data-related options. Changing these settings after Genesys Info Mart has started collecting data compromises data consistency, especially for long-lived multimedia interactions.

Example of consistency issue

For example, if an agent works on an e-mail reply over a period of time and periodically saves drafts to an Interaction Workbin, there might be mixed results for the workbin activity that is associated with the e-mail interaction if the value of the populate-workbin-as-hold option changes: Some of the workbin time might be considered to be mediation (which Genesys Info Mart might or might not represent in the dimensional model, depending on other configuration), and some might be reported as hold.

Related Information

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

- Operations-Related Options for Genesys Info Mart — Affect the day-to-day operations of the Genesys Info Mart components and control the ETL process.
- Genesys Info Mart Aggregation-Related Options for GCXI and RAA — Enable aggregation in your deployment, if GCXI or RAA is installed.

Data-Processing Options Summary Tables

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

- Voice media interactions data
- Multimedia interactions data
- SIP Instant Messaging Data
- Agent activity data not specific to media type
- Voice agent activity data
- Multimedia agent activity data
- Queue activity data for voice (ACD queue or Virtual Queue)
- Queue activity data for multimedia (Virtual Queue, Interaction Queue, or Interaction Workbin)
- Outbound Contact data

See Summary of options configurable at different levels for a comparison of similar options on various configuration objects.

> ### 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.*

Voice media interactions data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	short-abandoned-threshold=10	In the Application object, configure the option on the **Options** tab.
	[gim-transformation]	default-ivr-to-self-service=false introduced-transfer-threshold=0 routing-target-regular-dn-fold-external=true	
	[gim-etl-populate]	populate-irf-asm-engage-duration=false	

Back to List of Tables

Multimedia interactions data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	max-msfs-per-irf=50 max-thread-duration-after-inactive-in-days=31	In the Application object, configure the option on the **Options** tab.
	[gim-etl-populate]	populate-thread-facts=false	
	[gim-etl-media-<media type>] where <media type> exactly matches the name of the applicable Media Type Business Attribute (for example, chat).	For example, in the **[gim-etl-media-chat]** section: short-abandoned-threshold=10	Each **[gim-etl-media-<media type>]** section contains options that apply for the specific media type only. By default, sections for eServices email and chat are predefined. This setting can be overridden at the tenant level. In the Application object, configure the option on the **Options** tab.
Tenant Media Type Business Attribute	[gim-etl-media]	short-abandoned-threshold=10	For the particular Media Type attribute, which is configured for a particular tenant, this setting overrides the same option that is configured at the application level. In the Media Type Business Attribute object for the tenant, configure the option on the **Annex** tab.

Back to List of Tables

SIP Instant Messaging data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl-populate]	populate-sip-im-facts=false	In the Application object, configure the options on the **Options** tab. The option controls both

Configuration Object	Section Name	Option Name and Default Value	Comments
			interaction data and agent activity data.

Agent activity data not specific to media type

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	max-session-duration-in-hours=24 max-state-duration=14400 sm-resource-state-priority=ACW, NOT_READY, BUSY, READY	In the Application object, configure the options on the **Options** tab.
	[gim-etl-populate]	populate-media-neutral-sm-facts=false	
	[gim-transformation]	ignored-reason-codes=INTERACTION_WORKSPACE	
Switch	[gim-etl]	factor-dnd-into-sm-resource-states=FALSE (for voice-handling and SIP switches); TRUE (for multimedia-handling switches)	In the Switch object, configure the option on the **Annex** tab.

Voice agent activity data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl-populate]	populate-sm-voice-resource-activity=true	In the Application object, configure the option on the **Options** tab.

Multimedia agent activity data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl-populate]	populate-sm-busy-from-mm-ixns=false	In the Application object, configure the

Configuration Object	Section Name	Option Name and Default Value	Comments
		populate-sm-chat-resource-activity=true populate-sm-email-resource-activity=true	options on the **Options** tab.

Queue activity data for voice (ACD queue or Virtual Queue)

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	q-answer-threshold-voice=60 q-short-abandoned-threshold-voice=10 link-msf-userdata-voice=false	The **q-answer-threshold-voice** setting and, starting with release 8.5.003, the **q-short-abandoned-threshold-voice** setting can be overridden at the Switch or DN object level. The **link-msf-userdata-voice** option can be overridden at the DN object level. In the Application object, configure the options on the **Options** tab.
	[gim-transformation]	msf-target-route-thru-queue=false cb-virtual-queue-pattern=.*	In the Application object, configure the option on the **Options** tab.
DN (Virtual Queue or ACD Queue), Switch	[gim-etl]	q-answer-threshold-voice=60 q-short-abandoned-threshold-voice=10 (starting with release 8.5.003)	Overrides the same option that is configured at the application level. In the Switch or DN object, configure the option on the **Annex** tab.
DN (Virtual Queue or ACD Queue)	[gim-etl]	link-msf-userdata=false	Overrides the value of the **link-msf-userdata-voice** option configured at the application level. In the DN object, configure the option on the **Annex** tab.

Queue activity data for multimedia (Virtual Queue, Interaction Queue, or Interaction Workbin)

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	link-msf-userdata-mm=false	The **link-msf-userdata-mm** option can be overridden at the DN or Script object level. In the Application object, configure the options on the **Options** tab.
	[gim-etl-media-<media type>] where <media type> exactly matches the name of the applicable Media Type Business Attribute (for example, email)	q-answer-threshold=60 q-short-abandoned-threshold=10	Each **[gim-etl-media-<media type>]** section contains options that apply for the specific media type only. By default, sections for eServices email and chat are predefined. These settings at the Application level can be overridden at the tenant level. In addition, for each specific media type, the q-answer-threshold setting and, starting with release 8.5.003, the q-short-abandoned-threshold setting at the Application level can be overridden for Virtual Queues at the Switch or DN object levels or, for Interaction Queues and Workbins, at the Script level. In the Application object, configure the options on the **Options** tab.
	[gim-etl-populate]	populate-mm-ixnqueue-facts=false populate-mm-workbin-facts=true populate-workbin-as-hold=false	The populate-mm-ixnqueue-facts and populate-mm-workbin-facts settings can be overridden on the Script object level. In the Application object, configure the options on the **Options** tab.
	[gim-	adjust-vq-time-by-strategy-time=false	In the Application

Configuration Object	Section Name	Option Name and Default Value	Comments
	transformation]	canceled-queues=iWD_Canceled completed-queues=iWD_Completed expand-mediation-time-for-gapless=true (default value was `false` in releases earlier than 8.5.003; option was discontinued in release 8.5.007) fix-missing-party-links=false show-non-queue-mediation-mm=false stop-ixn-queues=No default value	object, configure the option on the **Options** tab.
Tenant Media Type Business Attribute	[gim-etl-media]	q-answer-threshold=60 q-short-abandoned-threshold=10	For the particular Media Type attribute, which is configured for a particular tenant, these settings override the same options that are configured on the Application object. In addition, for each specific media type, the **q-answer-threshold** setting and, starting with release 8.5.003, the **q-short-abandoned-threshold** setting at the tenant level can be overridden in the Switch or individual DN objects (for Virtual Queues) or in individual Script objects (for Interaction Queues or Interaction Workbins). In the Media Type Business Attribute object for the tenant, configure the options on the **Annex** tab.
DN (Virtual Queue), Script (Interaction Queue or Interaction Workbin), Switch	[gim-etl-media-<media type>] where <media type> exactly matches the name of the applicable Media Type Business Attribute (for example, email)	q-answer-threshold=60 q-short-abandoned-threshold=10 (starting with release 8.5.003)	Each **[gim-etl-media-<media type>]** section contains options that apply for the specific media type only. By default, sections for eServices email and chat are predefined. If configured, this setting overrides the same option that is configured at the application or tenant level. In the Switch or DN object for

Configuration Object	Section Name	Option Name and Default Value	Comments
			a Virtual Queue or in the Script object for an Interaction Queue or a Workbin, configure the option on the **Annex** tab.
DN (Virtual Queue) or Script (Interaction Queue or Interaction Workbin)	[gim-etl]	link-msf-userdata=false	Overrides the value of the **link-msf-userdata-mm** option configured at the application level. In the DN object for a Virtual Queue or in the Script object for an Interaction Queue or a Workbin, configure the option on the **Annex** tab.
Script (Interaction Queue or Interaction Workbin)	[gim-etl-populate]	populate-mm-ixnqueue-facts=false populate-mm-workbin-facts=true	Overrides the same option that is configured at the application level. In the Script object for an Interaction Queue or a Workbin, configure the options on the **Annex** tab.

Back to List of Tables

Outbound Contact data

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[gim-etl]	max-camp-group-session-duration-in-hours=168 max-camp-group-state-duration-in-hours=168 max-chain-processing-duration-in-hours=8	In the Application object, configure the options on the **Options** tab.
	[gim-transformation]	ocs-caf-aggregates-calls=true ocs-chain-history-limit=5000 ocs-allowed-lateness=PT0S ocs-dial-sched-time=last	

Back to List of Tables

Summary of options configurable at different levels

The following tables for the Voice and Multimedia data domains, respectively, summarize the options

that can be configured on different objects. The scope of the option depends on the level at which you configure it. An option configured at a more granular level overrides the value of the equivalent option configured at a broader level. A checkmark in a table cell indicates that the option can be configured at that particular level. The order of priority (lowest to highest) is: Application -> Tenant (Media Type Business Attribute) -> Switch -> DN/Script. (The tenant-specific Media Type Business Attribute and Script levels apply only for Multimedia.)

The flexibility to selectively override option values at different levels of the hierarchy enables you to fine-tune your reporting. For example, for an option that can be configured at the application, switch, and DN levels, you can specify the desired option value you want to take effect for all DNs, then specify a different value to apply to all the DNs of a particular switch, and then specify yet another different value for a particular DN. For multimedia-related options, you can further specify different values for each media type at all levels of the hierarchy.

> ## Important
>
> **GCXI/RAA customers please note:**
> RAA relies on threshold values that are used to calculate SLA (and other threshold-related measures metrics), which are controlled by aggregation-specific **[agg-gim-thld-*]** options. For more information, see How Do I Configure Genesys Info Mart for Aggregation? in the *Reporting and Analytics Aggregates Deployment Guide.*

Options configurable at different levels — Voice

Functionality	Option	Configuration Section	Configuration Object		
Application	**Switch**	**DN**			
IRF metrics: Abandoned threshold	short-abandoned-threshold	[gim-etl]	✔		
MSF metrics: Abandoned threshold	q-short-abandoned-threshold-voice	[gim-etl]	✔	✔ (8.5.003 and later)	✔ (8.5.003 and later)
MSF metrics: Answer threshold	q-answer-threshold-voice	[gim-etl]	✔	✔	✔
User data in MSFs	link-msf-userdata	[gim-etl]	Use link-msf-userdata-voice		✔
	link-msf-userdata-voice	[gim-etl]	✔ (8.5.003 and later)		Use link-msf-userdata

Options configurable at different levels — Multimedia

Functionality	Option	Configuration Section	Configuration Object				
Application	**Tenant Media Type Business Attribute**	**Switch**	**DN**	**Script**			
IRF metrics: Abandoned threshold	short-abandoned-threshold	*Depends on the configuration object:* [gim-etl-media] on the Media Type Business Attribute [gim-etl-media-<media type>] on all other objects	✔	✔			
MSF metrics: Abandoned threshold (virtual queues)	q-short-abandoned-threshold		✔	✔	✔ (8.5.003 and later)	✔ (8.5.003 and later)	
MSF metrics: Abandoned threshold (interaction queues or workbins)			✔	✔			✔ (8.5.003 and later)
MSF metrics: Answer threshold (virtual queues)	q-answer-threshold		✔	✔	✔	✔	
MSF metrics: Answer threshold (interaction queues or workbins)			✔	✔			✔
User data in MSFs	link-msf-userdata	[gim-etl]	Use link-msf-userdata-mm			✔	✔
	link-msf-userdata-mm	[gim-etl]	✔ (8.5.003 and later)			Use link-msf-userdata	Use link-msf-userdata
Data population	populate-mm-ixnqueue-facts	[gim-etl-populate]	✔				✔

Functionality	Option	Configuration Section	Configuration Object				
	populate-mm-workbin-facts	[gim-etl-populate]	✔				✔