# Genesys Info Mart User's Guide

Validated Multimedia Interaction Flows

5/8/2025

# Validated Multimedia Interaction Flows

The E-Mail Interactions and Chat Interactions pages describe the recognized, validated multimedia interactions that have been tested and that are supported by Genesys Info Mart for Genesys eServices e-mail and chat. However, Genesys Info Mart supports full processing of any 3rd Party Media interactions, in addition to e-mail and chat interactions.

Use the interaction flows that discuss e-mail as a guide to interactions that do not involve an online session with a customer (offline interactions), and the chat interaction flows as a guide to interactions that do involve an online session with a customer (online interactions).

The interaction flows described in this guide are intended as examples that you can modify for your environment. However, Genesys does not guarantee results for modified interaction flows.

## Multimedia diagram conventions

Like the voice interaction flows, the multimedia interaction-flow diagrams represent the resources that participate in interactions and the resources' states. The diagrams use the same conventions as the voice call flow diagrams (see Diagram Conventions). In addition, the following features are significant for the multimedia interaction-flow diagrams:

- Terms such as *Ring* and *Talk* are used generically. In multimedia interaction flows, these terms indicate the `Alerting` and `Connected` conditions.

- For both online and offline interactions, the customer is considered to be present ("talking") during the whole interaction, except for any consultation portions.

- The resources of interest are handling resources, which are the resources that have the greatest interest for reporting. Primarily, these are agents, but routing strategies that send an Autoresponse are also considered to be handling resources and become the subjects of Interaction Resource Fact (IRF) records. Additionally, when an interaction is abandoned in an Interaction Queue or a Routing Strategy, the resource in which it was abandoned is represented with an IRF entry.

- Strategies are not mediation resources. The diagrams illustrate the use of virtual queues (VQs) to enable time that an interaction spends in a strategy to be reported in a Mediation Segment Fact (MSF) record, as mediation time. Prior to release 8.5.002, if no VQ is defined in a strategy, there will be gaps in the reported mediation time. Starting with release 8.5.002, with a further enhancement in release 8.5.007 (as described in the discussion about `MEDIATION_DURATION` on the Populating Mediation Segments page), Genesys Info Mart can be configured to eliminate gaps in mediation reporting. With the 8.5.007 enhancement, when show-non-queue-mediation-mm is set to `true`, Genesys Info Mart provides gapless mediation reporting up to first handling by creating an additional, non-queue MSF to represent time the interaction spent outside an Interaction Queue before being handled. The diagrams do not show the possible non-queue MSF that would be created for the strategy in the illustrated interaction flows. If VQs are used and gapless mediation reporting is enabled in release 8.5.007 or later, the MSF for a VQ will overlap the MSF for the strategy.

- In all cases in which a routing strategy routes an interaction to an agent, the diagrams show the interaction flow beginning in mediation, while the interaction waits in Interaction Queue 1. When Strategy 1 attempts to find a routing target, the strategy keeps the interaction in VQ1 (another mediation). Transfer from agent to agent through a queue with multiple VQs shows the effect of more

complicated routing strategies in which there are multiple parallel and sequential VQs. On the other hand, all the diagrams that end with the e-mail being sent out of the contact center show a strategy that is not being used for routing purposes and, therefore, for which VQs do not apply.

- The diagrams show VQ time and strategy time as identical, which is always the case when adjust-vq-time-by-strategy-time=true. This means that mediation duration includes time that the interaction spent in the strategy but outside the VQ, and there are no gaps in the mediation time.

- Except where otherwise indicated, the diagrams assume that Genesys Info Mart has been configured to populate Interaction Queue activity in the MSF table (populate-mm-ixnqueue-facts = true). MSFs for Interaction Queue activity have been included in the diagrams for completeness. By default, populate-mm-ixnqueue-facts=false.

- Given the focus and purpose of this guide, the e-mail diagrams for interaction flows that end when the e-mail is sent out of the contact center show the e-mail being sent to an Interaction Queue (named Outbound Queue), from which a strategy (named Outbound Strategy) sends the e-mail to the customer. However, more complicated scenarios are possible, in which case the reported technical result might be different. For example, if the outbound e-mail is first sent to a supervisor for a quality review, there will be additional mediation, and the technical result in the IRF for the handling agent will be Transferred instead of Completed.

  On the other hand, if your business processes use stop-interaction queues — as defined by the stop-ixn-queues configuration option — to handle stopping an interaction, placement of an interaction into a stop-ixn queue means Genesys Info Mart considers the interaction to be terminated: The technical result reported for the handling agent that placed the interaction in the stop-ixn-queue will be Completed, and the queue and subsequent strategy activity are not represented in Genesys Info Mart.