GENESYS™

Interaction Concentrator Deployment Guide

New Features and Modifications in 8.1.5

5/6/2025

New Features and Modifications in 8.1.5

This topic lists changes (additions, modifications, and discontinuations) in the product made during the 8.1.5 release timeframe that might affect an existing deployment. If a change required documentation updates, this topic links to the updated documentation.

- For a comprehensive list of changes in each release, including corrections, review the "New in This Release" sections of the Interaction Concentrator 8.1 Release Note.

- For updates and corrections to the documentation that were not triggered by a new feature, improvement, or discontinued support, see the Document Change History topic in each book.

- This topic pertains only to release 8.1.5. For a similar list of changes that might affect your deployment in earlier releases of Interaction Concentrator, see the Interaction Concentrator chapters in the *Genesys Migration Guide*.

This topic contains the following sections:

- General List of New Features and Modifications

- Changes to Configuration Options

- Changes to the Interaction Database (IDB)

General List of New Features and Modifications

The following significant changes in functionality were made in 8.1.5 releases.

Feature Description	Type of Change	Occurred in Release	Documentation Updates
You can now have Interaction Concentrator update some fields in the GM_F_USERDATA table that initially contained NULL values with new data received in the EventPropertiesChanged event. The new **[callconcentrator]**:update-ixn-f-adata configuration option, which is set by default to `false`, enables this functionality.	Improvement	8.1.514.12 (05/16/2018)	*Options Reference:* - **[callconcentrator]**:update-ixn-f-adata
Interaction Concentrator now correctly supports two-step transfer and conference scenarios in SIP Cluster deployments. An agent invited into a consultation call and then moved to the main call now has the READY state after	Improvement	8.1.514.10 (11/30/2017)	

Feature Description	Type of Change	Occurred in Release	Documentation Updates
end of the call. Previously, the agent continued to be shown as BUSY.			
The new **[callconcentrator]**:trim-broken-utf8 configuration option can enable ICON to check for and remove incomplete UTF-8 symbols from the end of a truncated user-data string. These incomplete UTF-8 symbols might occur when a long user-data string is truncated in the middle of a multi-byte UTF-8 character.	Improvement	8.1.514.10 (11/30/2017)	*Options Reference:* • **[callconcentrator]**:trim-broken-utf8
Interaction Concentrator now records the data necessary to report on supervision (monitoring) of agent calls. The relevant data is provided in AttributeExtensions of EventUserEvent and is stored in the G_CUSTOM_DATA_S table. Three new options have been introduced to support this functionality.	New Feature	8.1.514.09 (10/31/2017)	*Options Reference:* • **[callconcentrator]**:enable-supervision-subscription • **[custom-states]**:store-event-extensions • **[custom-states]**:EventExtensions
The following new indexes were added to ICON schema: • IDX_G_AGENT_STATE_H_PID_TYPE • IDX_G_AGENT_STATE_H_LSID_LSEQ • IDX_G_PARTY_GE_INT_CID	Improvement	8.1.514.08 (09/26/2017)	See the Index table for the following schema tables in the *Physical Data Model Reference* for your RDBMS: • G_AGENT_STATE_HISTORY • G_PARTY
In all 8.x releases of Interaction Concentrator, the **[callconcentrator]**:acc-proc-tout option has a hard-coded value of 1 second and does not require you to set a value. If you change the option value, Interaction Concentrator disregards it. In releases up to 8.1.514.08, this option was incorrectly described as having a configurable value.	Correction	8.x	*Options Reference:* • **[callconcentrator]**:acc-proc-tout
Four configuration options have been adjusted to support dynamic changes to the values, which is consistent with the documentation.	Improvement	8.1.514.08 (09/26/2017)	*Options Reference:* • **[callconcentrator]**:acc-queue-lifespan • **[callconcentrator]**:acc-queue-size

Feature Description	Type of Change	Occurred in Release	Documentation Updates
			• **[callconcentrator]**:pq-purge-number • **[callconcentrator]**:dbw-seq-tout
To restore backward compatibility, the default value for the **[callconcentrator]**:max-userdata-length option has been changed from 1024 to 255.	Improvement	8.1.514.06 (08/07/2017)	*Options Reference:* • **[callconcentrator]**:max-userdata-length
Added the ability to set an alarm when calls are being destroyed due to the way Interaction Concentrator handles problems with missing call data	New functionality	8.1.514.03 (05/02/2017)	*Options Reference:* • **[callconcentrator]**:log-call-failure *Deployment Guide:* • The new log event on which you can set an alarm, 09-20039. *User's Guide:* • Setting Alarms for Call Processing Failures.
You can now store a user-configurable number (from 4 to 128) of last calls/interactions and parties associated with a device. Previously, this value was always 4; the new default value is 16. Recording a larger number of last calls/interactions and parties that are supplied in EventUserEvent and EventCustomReporting events enables more detailed reporting on the progress and outcome of interactions. To support this functionality, the **[custom-states]**:max-party-info configuration option has been added. Note that this change does not affect the IDB schema, only the values recorded in the specified fields.	New functionality	8.1.514.02 (04/14/2017)	*User's Guide:* • How to configure the number of last calls/interactions and parties associated with a device that should be stored in the G_CUSTOM_DATA_P, G_CUSTOM_DATA_S, and G_CUSTOM_STATES tables. See Custom States in Interaction Concentrator. *Options Reference:* • **[custom-states]**:max-party-info
Improved handling of timestamps having fractions of milliseconds in TEvents and Interaction Server events. To accomplish this, the **[callconcentrator]**:timestamp-processing option replaces the	Improvement	8.1.512.08 (01/31/2017)	*Options Reference:* • **[callconcentrator]**:timestamp-processing

Feature Description	Type of Change	Occurred in Release	Documentation Updates
now-deprecated **[callconcentrator]**:ignore-milliseconds configuration option.			• **[callconcentrator]**:ignore-milliseconds
To keep backward compatibility with environments running Genesys Info Mart 7.6 or Genesys Info Mart 8.x releases earlier than 8.5.007.14, the new **[callconcentrator]**:max-userdata-length configuration option enables you to set the maximum data length in certain fields to 255 characters in IDB data.	New functionality	8.1.512.08 (01/31/2017)	*Options Reference:* • **[callconcentrator]**:max-userdata-length
Discontinued support for use of the HTTP Listener to monitor and report on Interaction Concentrator performance.	Discontinued functionality	8.1.512.08 (01/31/2017)	*Deployment Guide:* • Numerous updates. For specifics, see the Document Change History topic. *User's Guide:* • Monitoring Interaction Concentrator.
The length of certain fields was changed to better support the requirements for the data stored in those fields. For details, see the Document Change History topic in the *Physical Data Model* document for your RDBMS.	Changed datatypes in some fields	8.1.512.08 (01/31/2017)	Physical Data Model documents: • For specifics, see the Document Change History topic in the Physical Data Model document for your RDBMS.
Interaction Concentrator now enables you to choose whether microsecond values that are stored in IDB are truncated to seconds or rounded to milliseconds. Note that ICON supports a precision-level of seconds, not milliseconds, for time values.	New functionality	8.1.511.01 (10/31/2016)	*Options Reference:* • **[callconcentrator]**:ignore-milliseconds
Added support for Microsoft SQL Server 2014.	New functionality	8.1.511.01 (10/31/2016)	

Interaction Concentrator now supports Unicode data on Microsoft SQL RDBMSs, as well as Oracle and PostgreSQL RDBMSs. Unicode encoding is not supported on DB2 RDBMSs. To support this functionality, a new configuration option, **[callconcentrator]**:support-unicode, has been added and ICON performs additional tests to check	New functionality	8.1.510.07 (09/23/2016)	*Deployment Guide:*
			
			• The following new log events:
			
			  • 09-25032
			  • 09-25033
			  • 09-25034
			  • 09-25035

Feature Description	Type of Change	Occurred in Release	Documentation Updates
whether the encoding settings are consistent in your environment. The results of these checks are reported in five new Standard-level log events.			• 09-25036. • A new section, Configuring for Unicode Support in an Environment with a Microsoft SQL IDB, which includes full deployment instructions. This section is in a new topic, Configuring for Multi-Language Support, which contains information collected from previously-scattered locations in the *Deployment Guide* and *User's Guide*. *Options Reference:* • **[callconcentrator]**:support-unicode
Interaction Concentrator now supports the Interaction Server ability to distinguish the agent login region.	New functionality	8.1.510.07 (09/23/2016)	
ICON can now distinguish the correct type (Internal or External) of otherDN when both an internal DN and an external DN have the same name, enabled by the Switch-level same-dn configuration option.	New functionality	8.1.508.09 (04/22/2016)	*Deployment Guide:* • The new Recognizing the Correct DN in Environments Where Internal and External DNs Have the Same Name section. *Options Reference:* • same-dn
Interaction Concentrator can now support multiple routing scenarios in single-site and multi-site environments running SIP Server release 8.1.102.13 or higher. To support this functionality, a column, TS_PARENTPARTYGUID, has been added to the G_PARTY table, and the **[callconcentrator]**:use-server-partyuuid configuration option has been added.	New functionality	8.1.508.09 (04/22/2016)	*Options Warehouse:* • **[callconcentrator]**:use-server-partyuuid
Interaction Concentrator improved handling of stuck calls, login sessions, agent states, reason codes, and virtual queue records, enabling downstream reporting	New functionality	8.1.508.09 (04/22/2016)	

Feature Description	Type of Change	Occurred in Release	Documentation Updates
applications, such as Genesys Info Mart, to improve their interaction reporting.			
ICON now stores data that enables reporting on agent focus time. The data comes in the form of key-value pairs (KVPs) in the **attr_event_content** attribute in the EventCustomReporting event, which is passed to ICON via Interaction Server. The data provides information for reporting on focus time—that is, how long a particular interaction was in focus (actively being processed) on the agent desktop.	New functionality	8.1.507.07 (02/09/2016)	*User's Guide*: • The new Processing Data for EventCustomReporting section. *Options Reference:* • **[custom-states]**:store-event-data • **[custom-states]**:EventData
ICON now stores data provided by Chat Server that enables you to determine who ended a chat session.	New functionality	8.1.507.07 (02/09/2016)	*User's Guide:* • The new Chat Session Attributes that Indicate Who Ended the Session section.
Ability to change the name and location of the **cfg-sync.db** file, which enables you to run multiple ICON Applications from the same directory using the same executable, enabled by the new **[callconcentrator]**:cfg-dbname option.	New functionality	8.1.506.07 (12/04/2015)	*Deployment Guide:* • The new Running Multiple ICON Applications from the Same Directory section. *Options Reference:* • **[callconcentrator]**:cfg-dbname
Hiding of sensitive attached data information in the ICON log file at every log level, if configured to do so. ICON has enabled you to hide sensitive attached data information for TEvents since release 8.1.2. With this release, ICON now enables you to hide such information for SQL statements as well.	New functionality	8.1.505.05 (10/19/2015)	*Deployment Guide*: • Updated Security Features section in Prerequisites. *User's Guide*: • Updated Security Features section. *Genesys Security Deployment Guide*: • Updated Hide Selected Data in Logs.
Support for both sequential and parallel Hunt Group calls controlled by Genesys SIP Server (supported only in standalone SIP Server environments).	New functionality	8.1.504.04 (08/03/2015)	*Deployment Guide:* • The new support for Hunt Groups section, with links to relevant configuration

Feature Description	Type of Change	Occurred in Release	Documentation Updates
			information.
Mutual TLS support	New functionality	8.1.504.04 (08/03/2015)	*Genesys Security Deployment Guide:* • Updated the Mutual TLS section.
Automatic re-registration of unregistered DNs, enabled by the new Switch-level gcti-re-registration-tout option. This functionality is available on voice Switches only.	New functionality	8.1.503.03 (06/09/2015)	*Deployment Guide:* • The new "Configuring DN Re-registration" section in the Configuring for Voice Data topic. *Options Reference:* • gcti-re-registration-tout
Improved purge locking. The purge procedure now uses a more robust native RDBMS approach and avoids the previously encountered issue of multiple purge processes running in parallel.	New functionality	8.1.503.03 (06/09/2015)	*User's Guide:* • The new Purge Lock Mechanisms section.
Microsoft SQL 2012 Cluster	Added support	8.1.503.03 (06/09/2015)	
Added support for direct connections to applications of type Interaction Server. This enables support for multiple Interaction Servers per tenant and for multi-tenant Interaction Servers. • If you have connections to Interaction Server that were created using a specially-configured T-Server application, you can continue using them. You do not need to change your existing connections to Interaction Server.	New functionality	8.1.502.04	*Deployment Guide:* • The updated instructions for adding a connection to Interaction Server section. • The updated Multimedia Deployments section. The *Physical Data Model* documents: • Added value in certain IDB tables. For details, see Interaction Database (IDB).
The separate purge procedures (gsysPurgeIR, gsysPurgeUDH, gsysPurgeLS, and, gsysPurgeOS) have been discontinued. To purge IDB, use the gysyPurge81 or purgePartitions811 purge procedure.	Discontinued support	8.1.502.04	*Deployment Guide:* • Added a note to inform you of the discontinued support. *User's Guide*: • Added a note to the Using

Feature Description	Type of Change	Occurred in Release	Documentation Updates
			Separate Purge Procedures section.
IBM DB2 v10	Added support	8.1.502.04	
Added support for single-step conference scenarios, enabled by the new **[callconcentrator]**:ssc-processing configuration option.	New functionality	8.1.500.04	The *Physical Data Model* documents: • Changes in the data written in certain IDB tables. For details, see Interaction Database (IDB). *Options Reference:* • **[callconcentrator]**:ssc-processing
Interaction Concentrator now supports recognition by Genesys Info Mart of IWS chat conference scenarios (*visibility mode*). To provide this support, ICON records a value for the eServices **attr_visibility_mode** interaction attribute in the keyname field of the G_USERDATA_HISTORY table. The attribute value indicates the mode of an agent who has joined a (chat) conference: 1 (Conference mode), 2 (Monitor mode), or 3 (Coach mode, also known as *chat consult*).	New functionality	8.1.500.04	
Interaction Concentrator can now dynamically change the list of user data key names and their definitions, enabling you to avoid restarting ICON. In addition, you can now store the same key name multiple times as long as it is stored in different tables or comes from different data sources. Requires you to configure the new **[callconcentrator]**:adata-spec-name option.	New functionality	8.1.500.04	*Deployment Guide:* • The About tab on the Attached Data Specification File topic. *User's Guide:* • The updated Processing Attached Data section. *Options Reference:* • **[callconcentrator]**:adata-spec-name
Linux 7	Added support	8.1.500.04	
Solaris/SPARC version 9 IBM AIX 5.3	Discontinued support	8.1.500.04	

Feature Description	Type of Change	Occurred in Release	Documentation Updates
Red Hat Enterprise Linux 4 HP-UX – all versions			
PostgreSQL 9.3	Added support	8.1.500.04	
IBM DB2 – all 8.x versions IBM DB2 version 9.1	Discontinued support	8.1.500.04	

Changes to Configuration Options

The following configuration options were added, removed, or changed their functionality in 8.1.5 releases. For complete documentation of all configuration options, see *Interaction Concentrator Options Reference*.

[Section] Option Name	Type of Change	Occurred in Release	Details
Interaction Concentrator Application object, **[callconcentrator]** Section • **trim-broken-utf8**	Improvement	8.1.514.10 (11/30/2017)	The new trim-broken-utf8 configuration option can enable ICON to check for and remove incomplete UTF-8 symbols from the end of a truncated user-data string. These incomplete UTF-8 symbols might occur when a long user-data string is truncated in the middle of a multi-byte UTF-8 character.
Interaction Concentrator Application object, **[callconcentrator]** Section • **enable-supervision-subscription** Interaction Concentrator Application object, **[custom-states]** Section • **store-event-extensions** • **EventExtensions**	New Feature	8.1.514.09 (10/31/2017)	Interaction Concentrator now records the data necessary to report on supervision (monitoring) of agent calls. The relevant data is provided in AttributeExtensions of EventUserEvent and is stored in the G_CUSTOM_DATA_S table. Three new options have been introduced to support this functionality: enable-supervision-subscription, store-

[Section] Option Name	Type of Change	Occurred in Release	Details
			event-extensions, and EventExtensions.
Interaction Concentrator Application object, **[callconcentrator]** Section • **acc-proc-tout**	Correction	8.x	In all 8.x releases of Interaction Concentrator, the acc-proc-tout option has a hard-coded value of 1 second and does not require you to set a value. If you change the option value, Interaction Concentrator disregards it. In releases up to 8.1.514.08, this option was incorrectly described as having a configurable value.
Interaction Concentrator Application object, **[callconcentrator]** Section • **acc-queue-lifespan** • **acc-queue-size** • **pq-purge-number** • **dbw-seq-tout**	Improvement	8.1.514.08 (09/25/2017)	The specified options have been adjusted to support dynamic changes to the values, which is consistent with the documentation. • acc-queue-lifespan • acc-queue-size • pq-purge-number • dbw-seq-tout
Interaction Concentrator Application object, **[callconcentrator]** Section • **max-userdata-length**	Changed	8.1.514.06	To restore backward compatibility, the default value for the **max-userdata-length** option has been changed from 1024 to 255. For details, see the max-userdata-length option description.
Interaction Concentrator Application object, **[callconcentrator]** Section • **log-call-failure**	Added	8.1.514.03	New option supports the ability to set an alarm to flag conditions in which calls are destroyed as a result of the way Interaction Concentrator handles missing call data. See the log-call-failure option description.
Interaction Concentrator Application object,	Added	8.1.514.02	Specifies the number of last calls/interactions

[Section] Option Name	Type of Change	Occurred in Release	Details
[callconcentrator] Section • **max-party-info**			and parties associated with a device. This enables more detailed reporting on the progress and outcome of interactions. To support this functionality, the max-party-info configuration option has been added.
Interaction Concentrator Application object, **[callconcentrator]** Section • **timestamp-processing**	Added	8.1.512.08	New option replaces ignore-milliseconds. See the timestamp-processing option description.
Interaction Concentrator Application object, **[callconcentrator]** Section • **ignore-milliseconds**	Deprecated	8.1.512.08	This option has been replaced by the timestamp-processing option.
Interaction Concentrator Application object, **[callconcentrator]** Section • **max-userdata-length**	Added	8.1.512.08	To keep backward compatibility with environments running Genesys Info Mart 7.6 or Genesys Info Mart 8.x releases earlier than 8.5.007.14, the new max-userdata-length configuration option enables you to set the maximum data length in certain fields to 255 characters in IDB data.
Interaction Concentrator Application object, **[callconcentrator]** Section • **ignore-milliseconds**	Added	8.1.511.01	Specifies whether microsecond values are truncated to seconds or rounded to achieve millisecond values. See the ignore-milliseconds option description.
Interaction Concentrator Application object, **[callconcentrator]** Section	Added	8.1.510.07	In environments using Unicode on a Microsoft SQL IDB, support-unicode indicates to Interaction Concentrator whether it should

[Section] Option Name	Type of Change	Occurred in Release	Details
• **support-unicode**			expect Unicode data and prompts it to verify that the encoding in your environment is set up consistently.
Switch object, **[gts]** Section • **same-dn**	Added	8.1.508.09	Designed to be used in environments in which internal and external DNs might have the same names. Indicates that ICON should delay party processing while waiting for Event data that can distinguish an internal DN from an external DN of the same name. See the same-dn option description.
ICON Application, **[callconcentrator]** Section and/or Switch object, **[gts]** Section • **use-server-partyuuid**	Added	8.1.508.09	Enables Interaction Concentrator to support multiple routing scenarios in single-site and multi-site environments running SIP Server release 8.1.102.13 or higher. See the use-server-partyuuid option description.
ICON Application, **[custom-states]** Section • **store-event-data** • **EventData**	Updated	Document version 8.1.507.00	Updated the descriptions of the store-event-data and EventData options to indicate the settings required to report on EventCustomReporting data (which can be used to report on interaction focus time).
DN Object, Switch Object, **Annex** tab, **[gts]** Section • **ring-divert**	Updated	Document version 8.1.507.00	Updated the description of the ring-divert option to indicate that ICON can identify the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party even if the **ring-divert** option is set to 0, as long as the lookup-queue-on-ringing option is set to 1.
ICON Application,	Added	Document version	ICON now enables you

[Section] Option Name	Type of Change	Occurred in Release	Details
[callconcentrator] Section • **cfg-dbname**		8.1.506.00	to run multiple ICON Applications from the same directory using the same executable. See Running Multiple ICON Applications from the Same Directory in the **Options** tab toggle section for details. The new cfg-dbname option must be configured to support this functionality.
ICON Application, **[callconcentrator]** Section • **store-releasing-party**	Updated	Document version 8.1.506.00	The description of the store-releasing-party configuration option has been updated to specify that ICON supports this functionality for all switches that provide the necessary information. To determine whether your switch supports this functionality, check your T-Server/SIP Server documentation.
Switch object, **[gts]** Section • **gcti-re-registration-tout**	Updated	Document version 8.1.504.00	The valid value for minimum re-registration timeout in the gcti-re-registration-tout configuration option has been corrected. 0 is now included as a valid value.
Switch object, **[gts]** Section • **gcti-re-registration-tout**	Added	Document version 8.1.503.00	Added information on the new DN re-registration functionality. For details see Configuring DN Re-registration and the description of the new gcti-re-registration-tout Switch configuration option.
Switch object, **[gts]** Section • **delivered-flag** • **support-dn-type-N** • **suppress-user-**	Updated	Document version 8.1.503.00	Corrected the descriptions for the delivered-flag, support-dn-type-N, and suppress-user-data Switch configuration options.

[Section] Option Name	Type of Change	Occurred in Release	Details
data			
Switch object, **[gts]** Section • **support-dn-type-N**	Updated	Document version 8.1.502.00	Renamed from **support-dn-type-5**, which is just one of the valid names for this option, in which the variable *N* should be replaced by the number indicating the DN type to which the option setting will apply. See the support-dn-type-N option description.
ICON Application, **[log]** Section • **x-print-attached-data**	Updated	Document version 8.1.502.00	Corrected the option description. See the x-print-attached-data option description.
Switch object, **[gts]** Section • **call-deletion-timeout**	Updated	Document version 8.1.502.00	Corrected the valid values for the call-deletion-timeout option.
Switch object, **[gts]** Section • **emulate-event-queued-extrp** • **emulate-event-queued-rp** • **emulate-event-queued-rq**	Updated	Document version 8.1.502.00	Corrected the default value for the emulate-event-queued-extrp, emulate-event-queued-rp, and emulate-event-queued-rq options.
Switch object, **[gts]** Section • **min-tsync-roundtrip**	Removed	Document version 8.1.502.00	Updated the min-tsync-roundtrip option description to indicate that it is now obsolete.
ICON Application, **[callconcentrator]** Section • **tsync-threshold**	Removed	Document version 8.1.502.00	Updated the tsync-threshold option description to indicate that it is now obsolete.
ICON Application, **[callconcentrator]**	Added	8.1.500.04	Enables Interaction Concentrator to

[Section] Option Name	Type of Change	Occurred in Release	Details
Section • **ssc-processing**			provides support for single-step conference reporting. For details, see the ssc-processing option description.
Switch object, **[gts]** Section • **lookup-queue-on-ringing**	Added	8.1.400.20	Enables ICON to correctly handle scenarios having a two-step blind transfer to a Route Point in which EventRinging comes before EventDiverted. In such scenarios, the transfer is completed to a distribution DN before the call rings on the target DN. For details, see the lookup-queue-on-ringing option description.

Changes to the Interaction Database (IDB)

The following changes to the IDB schema were made in Interaction Concentrator 8.1.5. For more information about the IDB schema for Interaction Concentrator, refer to the Interaction Concentrator Physical Data Model for your RDBMS.

Feature Name	Type of Change	Occurred in Release	Details
You can now record data relating to supervisor presence and monitoring in agent calls. The relevant data is provided in AttributeExtensions of EventUserEvent and is stored in the G_CUSTOM_DATA_S table.	New Feature	8.1.514.09 (10/31/2017)	Use of this functionality requires you to have SIP Server in your environment, set the values for the SIP Server options **sip-enable-call-info** and **sip-enable-call-info-extended** to true, and to configure the following three new Interaction Concentrator options:enable-supervision-subscription, store-event-extensions, and EventExtensions.
Custom data KVP key names in the G_CUSTOM_DATA_S table are now truncated	Improvement	8.1.514.09 (10/31/2017)	

Feature Name	Type of Change	Occurred in Release	Details
to 64 bytes to fit into IDB fields.			
The following new indexes were added to ICON schema: • IDX_G_AGENT_STATE_H_PPD_TYPE • IDX_G_AGENT_STATE_H_LSID_LSEQ • IDX_G_PARTY_GE_INT_CID	Improvement	8.1.514.08 (09/25/2017)	See the Index table for the following schema tables in the *Physical Data Model Reference* for your RDBMS: • G_AGENT_STATE_HISTORY • G_PARTY
Option replaced to improve handling of timestamps having fractions of milliseconds in TEvents and Interaction Server events.	Update	8.1.512.08	The timestamp-processing option replaces the now-deprecated ignore-milliseconds option.
To keep backward compatibility with environments running Genesys Info Mart 7.6 or Genesys Info Mart 8.x releases earlier than 8.5.007.14, you can now set the maximum data length in certain fields to 255 characters in the IDB data.	New functionality	8.1.512.08	For details, see the description of the new max-userdata-length option.
Changed datatypes in some fields	Update	8.1.512.08	The length of certain fields was changed to better support the requirements for the data stored in those fields. For details, see the Document Change History topic in the Physical Data Model document for your RDBMS.
You can now choose whether you want Interaction Concentrator to truncate microsecond values to seconds or round them to milliseconds when storing them in IDB.	New functionality	8.1.511.01	Configure this setting using the new ignore-milliseconds configuration option.
The wrapper scripts drop obsolete purge procedures.	Improvement	8.1.511.01	The following four purge procedures became obsolete in release 8.1.503.03, but they

Feature Name	Type of Change	Occurred in Release	Details
			remained in the database: gsysPurgeIR, gsysPurgeUDH, gsysPurgeLS, and gsysPurgeOS. They are now removed when you upgrade to the latest release. This change applies to Oracle, PostgreSQL, and Microsoft SQL IDBs.
Support for Unicode encoding for user data on Microsoft SQL RDBMSs, as well as Oracle and PostgreSQL RDBMSs (which already offered Unicode support). Note that Unicode is not supported for DB2 IDBs.	New functionality	8.1.510.07	To use this functionality, create a new Microsoft SQL IDB using the **CoreSchema_multilang_mssql.sql** database initialization script (rather than the **CoreSchema_mssql.sql** initialization script). This new script uses the nvarchar datatype instead of the varchar datatype to store Unicode data arriving from various data sources. For full configuration instructions and details on the functionality, see Configuring for Unicode Support in an Environment with a Microsoft SQL IDB.
Support for multiple routing scenarios in single-site and multi-site environments running SIP Server.	Column added to existing table	8.1.508.09	The new TS_PARENTPARTYGUID column in the G_PARTY table has been added to enable you to store the value associated with the SIP Server key name **parent-party-uuid** from AttributeExtensions. For details, see the description of the use-server-partyuuid option description.
Support for both sequential and parallel Hunt Group calls controlled by Genesys SIP Server.	Added values	8.1.504.04	Interaction Concentrator records the hunt group type by recording the number corresponding to the value set for the SIP Server **hg-type** configuration option.

Feature Name	Type of Change	Occurred in Release	Details
			This number is stored in the GSYS_EXT_INT1 field of the G_PARTY_HISTORY table. The numbers recorded, and the hunt group types they correspond to, are the following: • 4 = fork hunt group • 5 = linear hunt group • 6 = circular hunt group This functionality is supported only in standalone SIP Server environments. For a full description of Hunt group functionality and configuration, see Hunt Groups in Standalone Deployments in the Supplement to SIP Server Deployment Guide.
Improved purge locking	New database functionality	8.1.503.03	The purge procedure now uses a more robust native RDBMS approach and avoids the previously encountered issue of multiple purge processes running in parallel. This new database lock is used by default on Microsoft SQL and PostgreSQL databases. If a DBMS lock is available, you can configured it for Oracle databases (see Purge Lock Mechanisms in the Interaction Concentrator User's Guide for the necessary steps). DB2 databases continue to use the previous locking mechanism, which may require manual cleaning of the G_PURGE_STATE table in some rare cases when the purge process has terminated abnormally.

Feature Name	Type of Change	Occurred in Release	Details
			Important If you are running an Oracle database and are planning to use the native purge locking mechanism, *do not* initialize IDB until after you install the Oracle DBMS_LOCK package.
Connection to Interaction Server application type	Additional value	8.1.502.04	If the `cfg` role is enabled, ICON writes the Interaction Server applications to which it is connected into the GC_APPLICATION table (application TYPE=111). If ICON is configured to write data into the DSS tables, the G_DSS_*_PROVIDER tables will have the DBID of the Interaction Server(s) to which it is connected. If you use a modified T-Server application type to connect to Interaction Server (required when using releases prior to 8.1.502.04), this table recorded the T-Server DBID(s) instead.
Support for single-step conferences	Added states and values	8.1.500.04	A new state has been added in the G_PARTY_HISTORY table for the party who initiated the conference with CCEVENT = 12 (Conferenced) and CCEVENTCAUSE = 8 (Single-step Conference). The GSYS_EXT_VCH2 field in the table record contains the DN of the party that was added to the conference. The cause value has been changed in the G_PARTY_HISTORY table for the party added to the conference. Starting with this release, the field contains CCEVENTCAUSE = 2 (Conference) for states with CCEVENT = 2 (Delivered) and CCEVENT = 3 (Established). If the party who initiated the conference drops before the added party answers, the CCEVENTCAUSE field may

Feature Name	Type of Change	Occurred in Release	Details
			have the value 6 (Normal) for the state with CCEVENT = 3 (Established). Single-step conferences are included into total conference count in the G_CALL_STAT table.
Recognition of IWS chat conferences	Added value	8.1.500.04	To provide this support, ICON records a value for the eServices attr_visibility_mode interaction attribute in the keyname field of the G_USERDATA_HISTORY table. The attribute value indicates the mode of an agent who has joined a (chat) conference: 1 (Conference mode), 2 (Monitor mode), or 3 (Coach mode, also known as chat consult).