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Interaction Concentrator Deployment Guide

Configuring for Multimedia Data

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Configuring for Multimedia Data

In order to store multimedia interaction, agent state, and login session data in IDB, certain configuration settings are required in the Genesys Configuration Layer. This section describes the configuration settings that are required in the ICON Application object.

For more information about multimedia data in Interaction Concentrator, see [Integrating with eServices and 3rd Party Media](#).

Configuring the ICON Application Object for Multimedia

To enable ICON to receive eServices and 3rd Party Media data and store it in IDB, you must configure ICON connections to appropriate Interaction Server instances.

Special Connection Procedure for Releases 8.1.500.04 and Earlier

In releases prior to 8.1.502.04, ICON cannot connect directly to an Application object of type Interaction Server. Instead, an Application object of type T-Server must represent Interaction Server.

You must perform the Interaction Server configuration differently depending on your environment, as follows:

- In a single-tenant environment or an environment with a single Interaction Server for each tenant, create a single application of type T-Server for each Interaction Server.
- In an environment with an Interaction Server that serves multiple tenants, you must create for each Interaction Server:
 - One application of the Interaction Server type (which can accommodate multiple Tenants).
 - As many applications of the T-Server type as there are tenants served by this Interaction Server, one for each tenant. Configure these applications using the actual Interaction Server host and port settings, following the instructions below.

To have ICON recognize and connect to Interaction Server, execute the following steps:

1. Create an Application with application type T-Server in Configuration Server. This might be either in addition to or instead of an Interaction Server-type Application, depending on your environment (see the explanation in the bullet-points above).
2. On the **Server Info** tab of this application, specify the host and port parameters for your Interaction Server. If you are using both an Interaction Server-type Application and a T-Server-type Application, the host and port parameters must be identical.
3. Designate the multimedia switch that Interaction Server uses as a switch for the T-Server-type Application.
4. Add the T-Server-type Application to the **Connections** tab of the ICON Application (instead of the Interaction Server Application).

5. On the **Options** tab, configure, at minimum, the following options:
 - Set an appropriate value for the role configuration option.
 - To enable ICON to store information about 3rd Party Media interactions in IDB, configure the mcr-om-processing configuration option.
6. If you are running ICON 8.1.0 or 8.1.1 and ICON is already started, restart it. If you are running a later version of ICON, it automatically updates the connection to the new T-Server; you do not need to restart ICON.

Important

During an automatic reconnection, while ICON disconnects from the prior host/port and connects to the new one, there might be a brief gap in data received from the T-Server.