Genesys Info Mart

Script Options

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Script Options

Script objects specified in the contact center configuration define the interaction queues and interaction workbins used to manage multimedia interactions. The Genesys Info Mart–related options described on this page enable you to control reporting behavior at the level of individual interaction queues or workbins.

Script options that affect Genesys Info Mart reporting are contained in the following configuration sections, configured on the **Annex** of Script objects:

- gim-etl
- gim-etl-media-chat
- gim-etl-media-email
- gim-etl-populate

For more information about configuring Genesys Info Mart–related options for interaction queues and workbins, see Configuring Script Objects.

> ### Tip
> For Genesys Info Mart–related options that you configure in a Script object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

gim-etl Section

- link-msf-userdata

link-msf-userdata

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Introduced: 8.1.2
Related Options: link-msf-userdata-mm

Specifies whether associated user data will be stored in mediation segment facts (MSFs) for interactions that are in mediation in this queue, including user data for interactions that are not distributed to a handling resource after the mediation.

- **true**—MSFs will store associated user data.

- **false**—MSFs will not store associated user data.

Setting **link-msf-userdata** at the Script level overrides the link-msf-userdata-mm option on the Genesys Info Mart Application object.

gim-etl-media-chat

- q-answer-threshold
- q-short-abandoned-threshold

q-answer-threshold

Default Value: 60
Valid Values: 1-600000
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

For the interaction queue or interaction workbin defined by the Script object, specifies the default duration, in seconds, that is used as a target time to accept a chat interaction that entered the interaction queue or workbin.

This setting overrides the value of the option with the same name configured on the Application or tenant-specific Media Type Business Attribute objects.

q-short-abandoned-threshold

Default Value: 10
Valid Values: 1-1000
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.003

For the interaction queue or interaction workbin defined by the Script object, specifies the maximum duration of mediation, in seconds, that is used to indicate that a chat interaction that was abandoned while in a queue should be considered a "short" abandon. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the MSF row for chat interactions that are

abandoned in an interaction queue or workbin.

This setting overrides the value of the option with the same name configured on the Application or tenant-specific Media Type Business Attribute objects.

In releases earlier than 8.5.003, this value could not be set on an individual Script object.

gim-etl-media-email

- q-answer-threshold
- q-short-abandoned-threshold

q-answer-threshold

Default Value: 60
Valid Values: 1-600000
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

For the interaction queue or interaction workbin defined by the Script object, specifies the default duration, in seconds, that is used as a target time to accept an email interaction that entered the interaction queue or workbin.

This setting overrides the value of the option with the same name configured on the Application or tenant-specific Media Type Business Attribute objects.

q-short-abandoned-threshold

Default Value: 10
Valid Values: 1-1000
Changes Take Effect: On the next ETL cycle
Dependencies: None
Modified: 8.5.003

For the interaction queue or interaction workbin defined by the Script object, specifies the maximum duration of mediation, in seconds, that is used to indicate that an interaction that was abandoned while in a queue should be considered a "short" abandon. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the MSF row for email interactions that are abandoned in an interaction queue or workbin.

This setting overrides the value of the option with the same name configured on the Application or tenant-specific Media Type Business Attribute objects.

In releases earlier than 8.5.003, this value could not be set on an individual Script object.

gim-etl-populate

- populate-mm-ixnqueue-facts
- populate-mm-workbin-facts

populate-mm-ixnqueue-facts

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next ETL cycle

For the Interaction Queue defined by the Script object, enables or disables the population of eServices/Multimedia queue activity to the MSF table. This setting overrides a value that is set on the Genesys Info Mart Application object.

populate-mm-workbin-facts

Default Value: true
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Dependencies: populate-workbin-as-hold=false

For the Interaction Workbin defined by the Script object, enables or disables the population of eServices/Multimedia workbin activity to the MSF table. For workbins that are associated with handling resources of type Agent or Place, this option comes into effect only if Genesys Info Mart has not been configured to consider workbin time as hold. For the circumstances under which Genesys Info Mart considers workbin time as hold, see the description of the **populate-workbin-as-hold** option.

This setting overrides a value that is set on the Genesys Info Mart Application object.