Reporting and Analytics Aggregates

agg-gim-thld-AGENT-IXN Section

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agg-gim-thld-AGENT-IXN Section

- <media>
- default

This section must be named either: **[agg-gim-thld-AGENT-IXN]** or **[agg-gimthld-AGENT-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-AGENT-IXN-MyGIM]
The thresholds that you configure in this section affect measures whose definition relies on the definition of short-engagement (or short-talk) in the H_AGENT, H_AGENT_GRP, H_AGENT_CAMPAIGN, and H_AGENT_QUEUE hierarchies.

<media>

Default Value: The value specified by the default option.
Valid Values: From 0 to $(2^{31}-1)$
Changes Take Effect: After the next run of aggregation.

Specifies one short-engagement threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers could not have taken place on the specific media that is identified by the name of this option.

The option name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.
For example:
email=300 (5 minutes)
For the named media only, the value of this option overrides the default value.

default

Default Value: 5
Valid Values: From 0 to $(2^{31}-1)$
Changes Take Effect: After start of the next aggregation cycle

Specifies one threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers (for those interactions that an agent accepts) could not have taken place,

such as when an agent accepts and then immediately releases the interaction—whether intentionally or not. This option controls what data the aggregation process writes to the **SHORT** field of the AG2_AGENT_* aggregate tables.

For information about this group of tables, see the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS:

- Microsoft SQL Server
- Oracle
- PostgreSQL