Genesys Engage cloud Reporting Guide

Populating Mediation Segments

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Populating Mediation Segments

Genesys Info Mart stores mediation segment facts in the MEDIATION_SEGMENT_FACT (MSF) table. For detailed information about the columns in the MEDIATION_SEGMENT_FACT table, see Table MEDIATION_SEGMENT_FACT. This page describes how Genesys Info Mart arrives at the data that goes into MSF records.

> **Important**
>
> Virtual queues are the only type of mediation DN used in your cloud deployment. References on this page to ACD queues do not apply. References to multimedia interaction queues and workbins do apply.

What do MSFs represent?

Genesys Info Mart creates MSFs to describe interaction activity that involves mediation DNs, such as virtual and ACD queues, or multimedia interaction queues and workbins.

The grain spans the time from when the interaction entered the mediation DN to the time that the interaction was abandoned in the mediation DN, cleared from the mediation DN (virtual queue only), or distributed from the mediation DN, including the time that it takes the interaction to be answered by the target resource or to be abandoned while alerting at the target resource.

For voice, only completed ACD and virtual queue activity is populated; for multimedia interactions, both active and completed interaction queue, workbin, and virtual queue activity is populated.

Each MSF represents:

- The particular role played by the queue resource. For information about the resource roles that apply to queues, see Resource Roles.
- The result of the association from the perspective of the queue resource to the target resource, as chosen during routing. For information about the technical results and technical result reasons that apply to MSFs for voice (ACD and virtual queues) and multimedia (interaction queue, workbin, or virtual queue), see Technical Results.

An MSF also includes links to the associated IRF, which is the IRF during which time the mediation that is represented by the MSF occurred.

How are MSFs populated?

An MSF record (or MSF) is created each time that an ACD or a virtual queue is used during interaction

processing. An MSF is also created each time that a multimedia interaction queue or a workbin is used during interaction processing. For voice, mediation segments are populated in Genesys Info Mart only when the mediation segment is completed. For multimedia, both active and completed mediation segments are populated.

Genesys Info Mart populates mediation segments in the following ways:

- The start time facts represent the start time of the mediation segment (when the interaction enters the queue).
- End time facts represent the end time of the mediation segment, which is one of the following:
  - The moment at which the interaction is abandoned while in the queue.
  - The moment at which the interaction is distributed from the queue to some target resource.
  - The moment at which the interaction is cleared from the queue, such as when a routing strategy routes the interaction from a parallel queue, or when it removes the interaction from the queue as it clears the routing targets for which it was waiting.

    For more information about how start and end times are represented, see Representing Dates and Times of Day.
- The TENANT dimension identifies the tenant to which the queue resource belongs.
- The RESOURCE_ dimension identifies the mediation DN resource that is associated with the mediation segment.
- The TECHNICAL_DESCRIPTOR dimension identifies the resource role and technical result of the mediation segment. For information about the resource roles and technical results that apply to mediation segments, see Technical Descriptors.
- The SHORT_ABANDONED_FLAG indicates that, while waiting to be routed from the queue, the customer abandoned the interaction before the configured threshold expired. This flag enables these types of interactions to be filtered from the reports.
- The MET_THRESHOLD_FLAG indicates that the amount of time an interaction waited to be handled by a contact center resource was within a configurable threshold from the perspective of the queue. Waiting time is measured from the time that the interaction entered the queue to the time that it was answered by a contact center resource.
- The ANSWER_THRESHOLD contains the configured value used to calculate the MET_THRESHOLD_FLAG indicator.
- The PLACE dimension identifies the place that is associated with the target of the routing process.
- In addition to the mediation DN resource that is associated with the mediation segment, the RESOURCE_ dimension identifies the contact center resource that was the routing target from the mediation DN.
- MEDIATION_DURATION is the length of time that the interaction was in the ACD queue, virtual queue, or interaction queue or workbin, based on timestamps from T-Server or Interaction Server.
  - In scenarios in which an interaction is bounced between a mediation resource and a strategy as the strategy repeatedly retries busy agents, all the time that the interaction spends in a particular mediation resource is combined into a single MSF record, and the mediation duration includes all the interim strategy time — in other words, all strategy time except the time of the last strategy before the IRF.
  - In the case of an MSF for a virtual queue, the mediation duration excludes time that the interaction spent in the strategy but outside the virtual queue.
- ONLINE_DURATION is the period of time that the interaction was in the ACD, virtual queue, interaction

queue, or workbin before the interaction went offline.

- The INTERACTION_TYPE and MEDIA_TYPE dimensions are inherited from the underlying IRF that has the lowest ordinal. This is the first resource fact that was created for the interaction and it generally has the earliest start time.
- The RESOURCE_GROUP_COMBINATION dimension records the virtual queue or queue membership in one or more groups.
- The WORKBIN dimension, if populated, indicates the workbin instance that is associated with the workbin mediation. This dimension enables downstream reporting applications to identify the type of resource and the specific resource that is associated with the workbin mediation.
- IXN_RESOURCE_ID links the MSF to an IRF that is considered to be the primary record. In addition, ENTRY_ORDINAL indicates the order of entrance of this mediation segment relative to other mediation segments of the same IRF. These fields enable downstream reporting applications to provide detailed reports on mediation activity that was associated with a particular interaction or resource, even for interactions that were abandoned or cleared in virtual queues.
  These fields are populated for all MSF records, unlike TARGET_IXN_RESOURCE_ID (see below), which is populated in MSF records only for the devices that eventually distribute the interaction to a handling resource.
- TARGET_IXN_RESOURCE_ID provides a link between the MSF and the IRF that was the target of the routing process that is associated with the queue. This provides the means to associate the queue with the target of the routing strategy for virtual queue reporting.

User data

In Genesys Engage cloud deployments, Genesys Info Mart has been configured to store associated user data in MSFs for interactions that are in mediation in virtual queues. Setup, processing, and storage of user data associated with MSFs closely parallels user data in IRFs. The information about user data on the Populating Interaction Resource Data page applies to MSF user data as well.