Reporting and Analytics Aggregates Deployment Guide

How Do I Configure Genesys Info Mart for Aggregation?

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Contents

This page describes the options that you can configure to control whether the aggregation process is run, when it starts and stops, which data has higher priority for aggregation, which hierarchies are populated, and the time-range boundaries and thresholds that determine how data is grouped before it is aggregated. Most of these options belong to configuration sections that are prefaced with **[agg...]** and are unique to Reporting and Analytics Aggregates (RAA). They are not described in the Genesys Info Mart documentation set.

Descriptions of other configuration section options on whose values the aggregation process depends are described in the *Genesys Info Mart Deployment Guide*; some of these options are described in this document because RAA default values might differ from Genesys Info Mart-assigned default values. For information about how to configure options using Genesys Administration Extension (GAX), see the *Genesys Administrator Extension Help*.

RAA default values reflect those that are in effect when the **gim_agg_ application_options.cfg** configuration file is imported to the Genesys Info Mart application. The import procedure is described in How Do I Configure Aggregation Options? A Genesys Info Mart application without this configuration might have different defaults. Furthermore, the default values given on this page do not necessarily reflect how the Genesys Info Mart application behaves when options are altogether absent from configuration.

Except where otherwise noted, the names of all configuration sections and options, as well as their values, are case sensitive. All sections are configured on the **Options** tab of the Genesys Info Mart application object.

> **Important**
>
> If the aggregation process is invoked in autonomous mode, the aggregation process ignores the values of some options that are configured in the Genesys Info Mart application and uses the values specified by the runtime parameters. Refer to the *Reporting and Analytics Aggregates User's Guide* for a discussion of the different modes of running aggregation and to Can I Control Aggregation at Runtime? for a listing and description of runtime parameters.

How Do I Enable Aggregation?

The ETL section of a Genesys Info Mart application provides the options you can use to configure the extraction, transformation, and loading of contact center data. This section also defines the location of the aggregation engine and must be named **[gim-etl]**.

The following ETL configuration option in the **[gim-etl]** section pertains to aggregation: aggregation-engine-class-name

The option **agg-jdbc-url** is described in What Options Can I Configure on the Info Mart DAP?

How Do I Schedule Aggregation?

The schedule section of a Genesys Info Mart application provides options for scheduling the extraction, transformation, loading, and aggregation of data. This section must be named **[schedule]**.

The following configuration options in the **[schedule]** pertain to scheduling the aggregation process:

run-aggregates

Section: schedule
Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether to start the aggregation process at the scheduled time (as determined by the **aggregate-schedule** configuration option).

aggregate-duration

Section: schedule
Default Value: 23:00 (23 hours)
Valid Values: HH:mm, where HH represents the number of hours (0–24) and mm represents the number of minutes (0–59).
Changes Take Effect: Immediately

Specifies the length of time within a 24-hour period that the aggregation process will run after it has been launched by the scheduler. The **run-aggregates** configuration option must be set to **true** and the **aggregate-schedule** must be set appropriately.

aggregate-schedule

Section: schedule
Default Value: 0 1 (once a day starting at 1:00 AM)
Valid Values: Valid CRON expression of two fields
Changes Take Effect: Immediately

Specifies the schedule that determines when the aggregation process will start. The **run-aggregates configuration** option must be set to **true** in order for this option to take effect.

more...

Other options that you can configure in the **[schedule]** section are described in the *Genesys Info Mart Options Reference*. You can use the *Reporting and Analytics Aggregates User's Guide* to learn how to configure continuous aggregation in integrated mode without having the aggregation process terminate for any period of time.

What Options Can I Configure in the [agg] Section?

The aggregate section of a Genesys Info Mart application defines the general behavior of the aggregation process. The values of options in this section impact all aggregation hierarchies. This section must be named **[agg]**.

The following configuration options in the **[agg]** section pertain to the aggregation process:

agg-level-<level>-delay

Section: agg
Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the minimum delay (seconds) between aggregation runs, on a level-by-level basis. This option is available beginning with RAA release 8.5.001.45, and applies to materialized levels only (day and higher).

more...

deadlock-threshold

Section: agg
Default Value: 1800 (30 min)
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the amount time, in seconds, within which each aggregation writer thread must return the results of its aggregation of a batch of data. If a writer thread does not respond within this time frame, RAA assumes either that the process is deadlocked or that the database is too slow and cannot process aggregation in a timely fashion. When the deadlock-threshold time period has elapsed, RAA cancels all database queries and closes all sessions. To resume processing, aggregation must be restarted.

more...

default-tz-offsets

Section: agg
Default Value: 0,0
Valid Values: a,b
where: a = the number of seconds of the winter offset and b = the number of seconds of the summer offset.
Changes Take Effect: After restart

Specifies the winter and summer Universal Coordinated Time (UTC) offset, in seconds, from the time zone of the DATE_TIME table for environments:

- Whose offsets are in increments other than one hour—that is, whose offset is not evenly divisible by 3600.
- That configure more than one time zone.

more...

level-of-log

Section: agg
Default Value: `.:INFO`
Valid Values: `[category]:[<value>][,category:[<value>]...]`
where `category` is either "`.`" (for the root logging category) or "Agg", and `value` corresponds to the desired level of log information: SEVERE, WARNING, INFO, CONFIG, FINE, FINER, FINEST, ALL, OFF.
Changes Take Effect: After restart

Specifies the detail level of log messages that the Genesys Info Mart Server generates for aggregation-related activity, by category. Specify "." for the root logging category; otherwise, specify "Agg".

The lower the value level, the greater the detail that the Genesys Info Mart Server logs. When you specify no value at all, Genesys Info Mart Server uses the default value, .:INFO. Valid levels of log detail are:

- `SEVERE`—Genesys Info Mart Server logs only severe messages from the corresponding category.
- `WARNING`—Genesys Info Mart Server logs severe and warning messages from the corresponding category.
- `INFO`—Genesys Info Mart Server logs severe, warning, and informational messages from the corresponding category.
- `CONFIG`—Genesys Info Mart Server logs severe, warning, informational, and configuration messages from the corresponding category.
- `FINE`—Same as `CONFIG` plus an even finer detail of messages from the corresponding category.
- `FINER`—Same as `FINE` plus an even finer detail of messages from the corresponding category.
- `FINEST`—Same as `FINER` plus an even finer detail of messages.
- `ALL`—Genesys Info Mart Server logs all messages from the corresponding category.
- `OFF`—Genesys Info Mart Server logs no messages from the corresponding category.

more...

realtime-offset

Section: agg
Default Value: 900 (15 minutes)
Valid Values: 0–7200 (2 hours)

Changes Take Effect: Either:

- In autonomous mode, upon restart of the aggregation process.
- In integrated mode, immediately upon every 5-minute reevaluation.

Specifies the number of seconds that the upper boundary of Zone 1 is offset from aggregation. Zone 1 contains the most recent aggregation notification requests. Use this option in conjunction with the writer-schedule and zone-offset configuration options to fine-tune aggregation dispatching.

more...

sub-hour-interval

Section: agg
Default Value: `30min`
Valid Values: `15min, 30min`
Changes Take Effect: After restart

Specifies the lowest time level of aggregation, in minutes, for the AG2_*_SUBHR tables.

more...

warning-threshold

Section: agg
Default Value: 300 seconds (5 minutes)
Valid Values: Any positive integer
Changes Take Effect: After restart
Introduced: 8.5.005.02

Specifies the amount of time, in seconds, within which aggregation is expected to complete. If it has not completed within the specified period of time, the plan of the SQL query of aggregation is written to the log with the log level WARNING.

writer-schedule

Section: agg
Default Value: `default=flex(3:1)`
(Three writers that are dedicated to Z1 and one writer that is dedicated to Z2.)

Valid Values: `default=p(a:b)[,hour(HH-HH)=p(c:d)][,hour(HH-HH)=p(e:f)]` (no spaces) where:

- The `default` keyword indicates that the writer assignments for each zone define the schedule for hours that you do not explicitly configure using the hour keyword. Where:
  - p represents the degree of pliability: `flex` (for a flexible schedule) or `strict`. A flexible schedule enables RAA to borrow writer threads from the other zone when there are insufficient idle threads dedicated to the current zone to handle aggregation requests. Conversely, RAA will never borrow threads when the degree of pliability is `strict`.
  - `default=strict(3:5)` means that the default schedule mandates that 3 writers always be dedicated to Z1, and 5 always to Z2. The schedule indicated by the `hour` keyword supersedes the default schedule.

- The `hour` keyword indicates that the immediate schedule defines the writer assignments for the indicated span of whole hours using a 24-hour clock. For example:
  - `hour(8-19)` defines the immediate schedule from 8:00 am to 6:59 pm.
  - `hour(20-7)` defines the immediate schedule from 8:00 pm to 6:59 am.

  This parameter also accepts the argument `hour(#-#)=purge`, which enables and schedules purging of aggregate data. For more information about purging, see **RAA Aggregation Runtime Parameters** in the *Reporting and Analytics Aggregates Deployment Guide*. There are no resets at midnight, and you can configure any number of hour constructs. RAA uses the schedule of the first encountered.
- a, c, and e specify the number of writers for Zone 1.
- b, d, and f specify the number of writers for Zone 2. The maximum number of writer Z1–Z2 pairings must not exceed 10. `default=strict(10:0)` is valid, whereas `hour(0,6)=flex(2,9)` is not; (2+9>10).

Changes Take Effect: Either:

- In autonomous mode, upon the next start of the aggregation process.
- In integrated mode, immediately upon every 5-minute reevaluation.

writer-schedule controls the schedule for the number of writers that RAA dedicates to the aggregation of notifications received in Zone 1 (Z1) and Zone 2 (Z2).

- Z1 consists of the more recent notifications about pending aggregation requests of the most recent data and is bound by the timestamps implied by the values of the **realtime-offset** and **zone-offset** configuration options.
- Z2 consists of notifications about older data and is bound only by the timestamp implied by the value of the **zone-offset** configuration option. (Refer to the descriptions of these options to learn how RAA determines these timestamps.)

For more information about aggregation dispatching, see **How Do I Configure Genesys Info Mart for Aggregation?** in the *Reporting and Analytics Aggregates Deployment Guide*.

zone-offset

Section: agg
Default Value: `115200` (32 hours)
Valid Values: Integers between `8100` (>2 hours) and `800000000` (>25 years) inclusive. Use of the largest values is designed to effectively eliminate Zone 2.

Changes Take Effect: After restart of the aggregation process

Specifies the length of Zone 1 (housing the most recent aggregation notification requests) in seconds. This option also indirectly defines the boundary between Zone 2 and Zone 1.

more...

What Options Can I Configure in the [agg-feature] Section?

The aggregate-feature section of a Genesys Info Mart application enables aggregation of special features. This section must be named **[agg-feature]**.

The following configuration options in the **[agg-feature]** section pertain to aggregation:

enable-callback

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.405.02

Instructs RAA to aggregate the AGT_CALLBACK table.

more...

enable-sdr-survey

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.001.48

Instructs RAA to enable SDR Survey tables: SDR_SURVEY_ANS, SDR_SURVEY. To have RAA exclude SDR Survey data, remove this option from this section.

more...

eServicesSM

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect:

Instructs RAA to map IRF_USER_DATA_KEYS.GEN_ES_KEY to USER_DATA_KEY1 in the H_ID, H_AGENT, H_AGENT_GRP, and H_AGENT_QUEUE hierarchies, and populate aggregated data for social-media measures in some of the aforementioned hierarchies.

more...

excludeConsult

Section: agg-feature
Default Value: none (include consult interactions)
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.101.07

Instructs RAA to exclude consult interactions in ACC and ABN queue aggregates, and count only customer calls (thus mimicking release 8.1.1 behavior).

more...

materialize-subhour-in-db

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.400.23

Instructs RAA to materialize RAA subhour views as tables.

more...

ms-sql-std-edition

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: Upon restart of the aggregation process

Instructs RAA to enable support for MS SQL Server Standard Edition. Note that support for MS SQL Server Standard Edition is enabled automatically in most release 8.5 deployment scenarios, so this option is not needed in most deployments.

no-queue-user-data

Section: agg-feature
Default Value: No default value

Valid Values: Either:

- `WORKBIN_KEY`—if the deployment includes preexisting customization with USER_DATA_KEY1, USER_DATA_KEY2, and INTERACTION_DESCRIPTOR_KEY columns.
- `INTERACTION_DESCRIPTOR_KEY`—if the deployment includes preexisting customization only with USER_DATA_KEY1, and USER_DATA_KEY2 columns.

Changes Take Effect: After restart of the aggregation process.

Instructs RAA to ignore prexisting customizations and use out-of-box definitions.

more...

partitioned-gim

Section: agg-feature
Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.000.02

Instructs RAA to apply the partition kit.

more...

What Options Can I Configure on the Info Mart DAP?

You can configure Info Mart database access point (DAP) application options that pertain to aggregation. The section must be named **[gim-etl]**. The following configuration options in the **[gim-etl]** section pertain to aggregation:

agg-jdbc-url

Section: gim-etl
Default Value: No default value
Valid Values: Any valid JDBC URL
Changes Take Effect: On restart of the Genesys Info Mart Server.

In an Oracle RAC configuration in which you want aggregation to use a separate node, specifies the connection parameters for the JDBC connection to the Info Mart database for Reporting & Analytics Aggregates (RAA). If this option is defined, the aggregation process uses the connection string specified by **agg-jdbc-url** instead of the **jdbc-url** connection string. For the required syntax for this option, consult the vendor documentation for your JDBC driver.

For performance reasons, Genesys recommends that you divide processing by function, allocating separate functions to specific nodes in the cluster. Use the Oracle RAC Server Control Utility (SRVCTL) to configure named services, including a named service for RAA, and associate those services with particular nodes. For more information, see *Oracle RAC Configuration* and *DAP Objects for Genesys Info Mart* in the Genesys Info Mart 8.x chapter in the *Genesys Hardware Sizing Guide*.

Example for Oracle
Oracle requires the following format to specify connection parameters for the Oracle thin client:

```
jdbc:oracle:thin:@(DESCRIPTION = (LOAD_BALANCE=OFF)(ADDRESS = (PROTOCOL =
TCP)(HOST = <database_host_name>)(PORT = 1521))(CONNECT_DATA = (SERVER =
DEDICATED)(SERVICE_NAME=<named service>)))
```

more...

For more information, see the extended description of agg-jdbc-url in the *Genesys Info Mart Options Reference*.

Can I Disable Aggregation in Specified Hierarchies?

The disable-aggregates section of a Genesys Info Mart application defines which aggregate hierarchies the aggregation process will not populate for each tenant and, by their omission, which hierarchies will be populated. The default behavior populates all aggregation hierarchies. This section must be named **[agg-populate-disable]**.

The following configuration options in the **[agg-populate-disable]** section pertain to aggregation:

default

Section: agg-populate-disable
Default Value: No default value

Valid Values: A comma-separated list that contains of one or more of the following RAA hierarchies or no value at all:

- H_AGENT
- H_AGENT_GRP
- H_AGENT_QUEUE
- H_ID
- H_I_AGENT
- H_I_ SESS_STATE
- H_I_STATE_RSN
- H_QUEUE
- H_QUEUE_ABN
- H_QUEUE_ACC_AGENT
- H_QUEUE_GRP
- H_AGENT_CAMPAIGN
- H_CAMPAIGN

Changes Take Effect: Upon start of the next aggregation cycle

Lists the hierarchies that the aggregation process will not populate. By default, the aggregation process populates all aggregation hierarchies.

more...

How Do I Define the DATE-TIME Calendar?

The date-and-time section of a Genesys Info Mart application provides the options that instruct how the Genesys Info Mart Server should populate and maintain data in the DATE_TIME and custom-calendar tables. Refer to the *Genesys Info Mart Reference Manual* for your RDBMS for information about this table (available from Genesys Info Mart documentation). With respect to standard aggregation, this section must be named **[date-time]**. In addition, custom calendars can be defined within other user-defined DATE_TIME sections; however, standard aggregation does not recognize them. Refer to How Do I Configure Aggregation Across More than One Time Zone? in the *Reporting and Analytics Aggregates User's Guide* to learn how to configure aggregation to recognize the custom calendars that you might establish in other user-defined DATE_TIME sections.

Simple Week Numbering

In relation to aggregation, the default settings for options in this section rely on simple week numbering, which facilitates rollups of week results to annual results for custom reports. (Of the reports that are provided by Gensys CX Insights, none provides results that are aggregated by week.) The default settings are not ISO 8601-compliant. Refer to the *Genesys Info Mart Options Reference* for descriptions of **date-time** options and examples on how to set them to be compliant with ISO 8601 standards.

Changing DATE_TIME Options

Runtime changes that you make to DATE_TIME configuration options—or changes that you make to these options after Info Mart initialization—can have a detrimental impact on report results. For instance, if you change the time zone option, **date-time-tz**, the reports can mix the results displaying data from different time zones within the same reporting interval, depending on when the option change occurred. To effect date-time configuration option changes properly, change must be propagated beyond configuration option settings—namely, data in the aggregation tables also should be re-aggregated. This presumes, of course, that the underlying fact data has not been purged already.

Procedure: Changing DATE_TIME Options

Purpose: To change date-time configuration options after Info Mart has been initialized. This procedure applies for all options except the **date-time-min-days-ahead** and **date-time-max-days-ahead** options.

Steps

1. Stop aggregation. Refer to How Do I Stop the Aggregation Process? in the *Reporting and Analytics Aggregates User's Guide*.
2. Verify that data exists in the Genesys Info Mart FACT tables for the period of time that you want to re-aggregate.

3. Set date-time configuration options as desired.
4. Purge all records from the DATE_TIME table.
5. Run **Job_MaintainGIM**. Among other functions, this job populates the DATE_TIME table. The job is described in the *Genesys Info Mart Operations Guide*.
6. Run re-aggregation in autonomous mode over the desired reporting interval. Reaggregating data over a specified period of time is described in the How Do I Re-aggregate Data? section in the *Reporting and Analytics Aggregates User's Guide*.

When re-aggregation is complete, report results will conform.

What Are Aggregation Thresholds?

Threshold options enable RAA to determine how to aggregate and write data to certain columns of the aggregate tables. You can configure thresholds for all of the disposition-based RAA hierarchies except H_CAMPAIGN. (Disposition-based hierarchies are described in the *Reporting and Analytics Aggregates User's Guide*.)

Threshold values are not applied to previously calculated aggregates unless re-aggregation for the reporting interval is performed. The User's Guide also describes how to re-aggregate data. In addition, you can configure thresholds that RAA recognizes apart from those configured within the Genesys Info Mart application object. Genesys Info Mart provides other options (such as **q-short-abandonedthreshold** and **q-answer-threshold**) to configure thresholds for other purposes. RAA references these options to aggregate and write data to **_80* columns, such as **SHORT_80**. To aggregate and populate data to the corresponding base column (for example, **SHORT**), you must configure the threshold options that are described in this section of this document.

In the following table, the RAA-specific configuration sections (all of which are prefaced with **[agg-gim-thld-...]**) pertain to thresholds and the contact center objects in which RAA recognizes their configuration. Each section and its configuration options are described thereafter.

Threshold Configuration Sections and Applicable Objects

Configuration Section	Configuration Server Object1				
	GIM (Priority=1)	Tenant(2)	Switch(3)	DN(4)	Script(5)
[agg-gim-thld-AGENT-IXN]	✓	✓			
[agg-gim-thld-ID-IXN]	✓	✓			
[agg-gim-thld-QUEUE-ABN]	✓	✓			

[agg-gim-thld-QUEUE-ACC]	✓	✓			
[agg-gim-thld-QUEUE-IXN]	✓	✓	✓	✓	✓

Configure thresholds on the **Options** tab of your Genesys Info Mart application object and/or on the **Annex** tab of all other contact center objects that are listed here.

Priority of Threshold Options across Different Configuration Objects

Options that you configure in one contact center object can override the values of options that you configure in other contact center objects. The **Threshold Configuration Sections and Applicable Objects** table also lists the priority—from lowest to highest—in which RAA weighs option values that are set in different objects. RAA gives the greatest weight to threshold options that you configure in Script objects (if this object is applicable to a particular RAA configuration section) and the lowest weight to threshold options that you configure in the Genesys Info Mart application. This means that option values that you configure in the Genesys Info Mart application object will always be overridden by the values of comparable options that are configured elsewhere.

Priority of Threshold Options within Configuration Objects

Apart from the priorities that RAA recognizes across different configuration objects are additional priorities that RAA recognizes for options that you configure within each configuration object. In all threshold configuration sections, there is a default option whose value applies to all media. In addition, you can define thresholds on a media level that take precedence over the default. A different cross-section of threshold prioritization within the Tenant, Switch, DN, and Script objects enables you to configure both default and media-specific values for a specific Genesys Info Mart application.
For example, within an object, you could configure both **[agg-gim-thld-QUEUE-IXN]** and **[agg-gim-thld-QUEUE-IXN-MyGIM]** sections. In this example, the default and media-specific configuration of thresholds in the **[agg-gim-thld-QUEUE-IXN-MyGIM]** section take precedence over the ones in the **[agg-gim-thld-QUEUE-IXN]** section.

The following table ranks the priority—from lowest to highest—in which RAA weighs option values within any particular configuration section. This ranking is valid for all threshold configuration sections (described in **Threshold Configuration Sections and Applicable Objects**, where configuration is applicable. Prioritization is indicated for two different parent nodes: for Script objects and for DN objects. The abbreviation **Def** indicates the default configuration option and the abbreviation **Media** indicates any media-specific option that you might configure.

Prioritization* of Threshold Options within a Configuration Section

Configuration Server Object													
Genesys Info Mart		**Tenant Section**		**Tenant Section-<GIMAppl>**		**Switch Section**		**Switch Section-<GIMAppl>**		**DN Section**		**DN Section-<GIMAppl>**	
Def	**Media**	**Def**	**Media**	**Def**	**Media**	**Def**	**Media**	**Def**	**Media**	**Def**	**Media**	**Def**	**Media**
1	2	3	4	5	6	7	8	9	10	11	12	13	14

Genesys Info Mart		Tenant Section		Tenant Section-<GIMAppl>		Switch Section		Switch Section-<GIMAppl>	
Def	Media	Def	Media	Def	Media	Def	Media	Def	Media
1	2	3	4	5	6	7	8	9	10

* The object assigned the greatest number has the highest priority for recognition.
For example, a threshold option configured at the DN level supersedes the threshold option configured at the switch level.

What Threshold Options Can I Configure?

The following configuration sections pertain to RAA thresholds:

- **[agg-gim-thld-AGENT-IXN]** Section — 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. Following are the configuration options for Agent-Interaction Thresholds (in the **[agg-gim-thld-AGENT-IXN]** section):

default

Section: agg-gim-thld-AGENT-IXN
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

<media>

Section: agg-gim-thld-AGENT-IXN
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.

more...

- **[agg-gim-thld-ID-IXN]** Section — This section must be named **[agg-gim-thld-ID-IXN]** or **[agg-gim-thld-iD-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
  For example:
  [agg-gim-thld-ID-IXN-MyGIM].
  The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:
  - Short-abandoned threshold—the number of seconds that you determine to be too few or an insufficient amount of time for any contact center interaction to have been answered or accepted by a first handling resource before that interaction was abandoned by the customer or dropped for any other reason.
  - Acceptance threshold—the number of seconds that you determine to be too great for any contact center interaction not to have been answered or accepted by a first handling resource.
  - Response threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have had a response sent.
  - Finish threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have been completed.

  Refer to column descriptions of the AG2_ID table in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS (Microsoft SQL Server, PostgreSQL, or Oracle) to learn which measure definitions rely on the values of the aforementioned thresholds. Following are the configuration options for Tenant-Based Thresholds (in the **[agg-gim-thld-ID-IXN]** section):

  ### default

  Section: agg-gim-thld-ID-IXN
  Default Value: `5,15,3600,7200`

  Valid Values: `a,b,c,d` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

  - a=short-abandoned threshold
  - b=acceptance threshold
  - c=response threshold
  - d=finish threshold

  The sequence of values does not have to consist of increasing values.

  Changes Take Effect: After start of the next aggregation cycle

  Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds.

  more...

<media>

Section: agg-gim-thld-ID-IXN
Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds for the specific media that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

more...

- **[agg-gim-thld-QUEUE-ABN]** Section — This section must be named **[agg-gim-thld-QUEUE-ABN]** or **[agg-gim-thld-QUEUE-ABN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
  For example:
  [agg-gim-thld-QUEUE-ABN-MyGIM].
  The thresholds that you configure in this section pertain to the H_QUEUE_ABN hierarchy. You can configure up to 19 abandon-in-queue thresholds for classifying abandoned interactions. Refer to column descriptions of the H_QUEUE_ABN hierarchy in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS (Microsoft SQL Server, PostgreSQL, or Oracle) to learn which measure definitions rely on the values of thresholds in this section.

> **Important**
>
> The **[agg-time-range-ABN]** section is no longer supported. You must rename it **[agg-gim-thld-QUEUE-ABN]**. Refer to the *Genesys Migration Guide* for further information.

Following are the configuration options for Classifying Abandoned-in-Queue Interactions (in the **[agg-gim-thld-QUEUE-ABN]** section):

default

Section: agg-gim-thld-QUEUE-ABN
Default Value: `5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200`
Valid Values: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s (19 integers) where each letter represents an integer from `0` to $2^{31}-1$ and the sequence must increase monotonically. Specifying a `0` value at any position terminates the sequence from that point at which `0` was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds for the time, in seconds, that interactions are abandoned. This option controls what data the aggregation process writes to the ABANDONED_STI columns of the AG2_QUEUE_ABN_* aggregate tables.

This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.

more...

<media>

Section: agg-gim-thld-QUEUE-ABN
Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds for the time, in seconds, of abandonment for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

more...

- **[agg-gim-thld-QUEUE-ACC]** Section — This section must be named **[agg-gim-thld-QUEUE-ACC]** or **[agg-gim-thld-QUEUE-ACC-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
  For example:
  [agg-gim-thld-QUEUE-ACC-MyGIM].
  The thresholds that you configure in this section pertain to the H_QUEUE_ACC_AGENT hierarchy. You can configure up 19 thresholds for classifying speed-of-accept times for the first handling of interactions that are distributed from a particular queue.
  Refer to column descriptions of the H_QUEUE_ACC_AGENT hierarchy in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS (Microsoft SQL Server, PostgreSQL, or Oracle) to learn which measure definitions rely on the values of thresholds in this section.

> **Important**
>
> The **[agg-time-range-ACC]** section is no longer supported. You must rename it **[agg-gim-thld-QUEUE-ACC]**. Refer to the *Genesys Migration Guide* for further information.

Following are the configuration options for Classifying First-Response-from-Queue Interactions (in the **[agg-gim-thld-QUEUE-ACC]** section):

default

Section: agg-gim-thld-QUEUE-ACC
Default Value: `5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200`
Valid Values: `a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s` where each letter represents an integer from `0` to $2^{31}-1$ and the sequence must increase monotonically. Specifying a `0` value at any position terminates the sequence from that point at which 0 was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds of agent-response times, in seconds, for the first handling of contact center interactions. This option controls what data the aggregation process writes to the ACCEPTED_AGENT_STI columns of the AG2_QUEUE_ACC_AGENT_* aggregate tables.

more...

<media>

Section: agg-gim-thld-QUEUE-ACC
Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds of agent-response times, in seconds, for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

more...

- **[agg-gim-thld-QUEUE-IXN]** Section — This section must be named **[agg-gim-thld-QUEUE-IXN]** or **[agg-gim-thld-QUEUE-IXN-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
  For example: **[agg-gim-thld-QUEUE-IXN-MyGIM]**
  The values that you configure in this section affect measures in the H_QUEUE and H_QUEUE_GRP hierarchies—measures whose definition relies on two sets of the following thresholds:
  - Short-abandoned threshold—the number of seconds in queue that you determine to be an insufficient amount of time for interactions to have been distributed before that interaction was abandoned by the customer or dropped for any other reason.
  - Acceptance threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to a first handling resource.
  - Accepted-by-agent threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to an agent resource.

  One set of each of these thresholds is exclusively for consult interactions; the other set is for interactions that exclude consultations. Refer to columns descriptions of the H_QUEUE and H_QUEUE_GRP hierarchies in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS (Microsoft SQL Server, PostgreSQL, or Oracle) to learn which measure definitions rely on the values of the aforementioned thresholds. Following are the configuration options for Classifying Queued Interactions (in the **[agg-gim-thld-QUEUE-IXN]** section):

default

Section: agg-gim-thld-QUEUE-IXN
Default Value: `5,15,15,5,15,15`

Valid Values: `a,b,c,d,e,f` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 6 threshold values as comma separated int values, in seconds, defining two sets of each of the following thresholds: short-abandoned, acceptance, and accepted-by-agent:

- The first set of each threshold is for interactions that exclude consultations.
- The second set of each threshold is exclusively for consult interactions.

If you specify fewer than six thresholds, the aggregation process internally supplies values of `0` for the unspecified thresholds; that is: `5,15,0,5` is equivalent to `5,15,0,20,0,0`.

<media>

Section: agg-gim-thld-QUEUE-IXN
Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

more...