Genesys Interactive Insights

Release Notes 8.5.x

12/31/2021

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Genesys Interactive Insights 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Genesys Interactive Insights. Links in the Available Releases section enable you to access information regarding a specific release.

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.001.02	01/24/18	General			X		X
8.5.000.05	07/31/17	Hot Fix		X	X	X	X
8.5.000.03	1/26/17	Hot Fix		X	X	X	X
8.5.000.02	02/25/16	General		X	X	X	X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the Genesys Interactive Insights page in the *Genesys Supported Operating Environment Reference Guide*.

The platforms supported by GI2 vary depending on the installed BI Service Pack. Release notes for BI software are provided by SAP and are located inside the installation package. Open the SAP-provided release notes to discover the new features, corrections, known issues, and limitations associated with each version of the software.

For information about 8.1.x releases of Genesys Interactive Insights, see the 8.1.x Release Note (Cumulative).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see Discontinued Support in the *Genesys Supported Operating Environment Reference Guide*.

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Genesys Interactive Insights, including the issues that are specific to Localized (International) releases, at the following links:

- Known Issues and Recommendations
- Internationalization Issues

Related Resources

For additional information about Genesys Interactive Insights, see the following documentation:

- The documentation related to this software is available from the Genesys Interactive Insights product page.

- The *Genesys Interactive Insights Deployment Guide* provides details about installing and configuring Genesys Interactive Insights.

- The operating systems available for use with each component release are listed in the table at a high level only. The *Genesys Supported Operating Environment Reference Guide* page in the Genesys Supported Operating Environment Reference Guide provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for Genesys Interactive Insights components.

Release Notes for other Genesys components are available here.

Translation Support

Genesys Interactive Insights

This page summarizes translation support for 8.5.0 releases of Genesys Interactive Insights for which translation to one or more languages is provided using Language Packs. Release numbers indicate generally available releases, unless **HF** is noted for a Hot Fix release. For a complete list of 8.5.0 releases, see Available Releases.

Product translation is limited to contents of this product at the time of translation. Display data coming from other products might appear in English. Display data related to recently introduced functionality in this product might also appear in English.

An asterisk (*) next to a release number of a Language Pack indicates that special considerations for this release are described in the Internationalization Issues section in Known Issues and Recommendations.

Release 8.5.0 Translation Support

The following table indicates translation support for particular 8.5.0 releases of Genesys Interactive Insights.

	Language	English (US) Release	
	8.5.001.02 (requires BI4.2 SP04)	**8.5.000.02**	
Language Pack Release	**Chinese (Simplified)**	8.5.001.03*	8.5.000.02*
French (Canada)	8.5.001.03*	8.5.000.02	
French (France)	8.5.001.03*	8.5.000.02	
German (Germany)	8.5.001.03*	8.5.000.02	
Italian (Italy)	8.5.001.03*	8.5.000.02	
Japanese	8.5.001.03*	8.5.000.02*	
Portuguese (Brazilian)	8.5.001.03*	8.5.000.02	
Russian	8.5.001.03*	8.5.000.02	
Spanish (Latin America/Mexico)	8.5.001.03*	8.5.000.02	
Turkish	8.5.001.03*	8.5.000.02	

Known Issues and Recommendations

Genesys Interactive Insights

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Genesys Interactive Insights. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also Internationalization Issues.

During installation or upgrade of BI 4.1 software, Genesys recommends that you always enter an administrator password that meets minimum complexity requirements (a combination of upper case, lower case, and numbers, and having a minimum length of 8 characters).

Note: Creating an administrator password that does not meet these requirements can lead to a failed installation of BI 4.1.

For Microsoft SQL Server, Genesys recommends that you use the following drivers to configure a connection to the GI2 Universe:

- For Windows, OLE DB drivers

- For UNIX, JDBC drivers

The information in the *Genesys Interactive Insights Universe Guide* documentation about the **Interaction ID** > **Stop Action** metric detail is inaccurate, as follows: The *Universe Guide* states that, for voice interactions, the value presented in this metric indicates whether the 'initiating party' released the call. In fact, it should state that the value indicates whether the 'subject of the IRF' released the call. The statement in the *Universe Guide* is correct in scenarios where the initiating party is also the subject of the IRF, however it is incorrect in other scenarios, for example in the case of an inbound call, where the subject of the IRF is an agent, but the initiating party is a customer.

ID: **GII-6569**	Found In: **8.5.000**	Fixed In:

GI2 releases earlier than 8.5.001.02 do not support SAP BI 4.2. If you install BI 4.2 without upgrading to a recommended GI2 release, drilling up from Agent to Agent Group in customized reports can fail, producing an error such as:

```
The following database error occurred: The multi-part identifier 'GROUP_GROUP_TYPE_CODE'
```

```
could not be bound...
```

.

To resolve this issue, install GI2 8.5.001.02 or later. Alternatively, you can retain an older release of GI2, and work around this issue by following the instructions for GI2 releases that are incompatible with BI 4.2 in the *Genesys Interactive Insights User's Guide*.

ID: **GII-5717**	Found In: **8.5.000**	Fixed In:

The Callback Details Report displays the desired callback time as a duration, rather than as a timestamp. In deployments with RAA releases 8.5.001.23 or later, you can work around this issue by enabling reporting on the desired callback time (as a timestamp) in the Callback Detail Report, as follows:

1. In Designer/Information Design Tool:

    a. Create a new **Desired Timestamp** metric, in the Callback Detail class, with a definition of CALLBACK_FACT_GI2.DESIRED_TS_TIME

    b. Save the universe and export to the BO/BI Server

2. In InfoView/BI Launchpad, open the Callback Detail Report in **Edit** mode, and perform the following steps:

    a. Change the report query to include **Desired Timestamp**.

    b. Drag this metric into the Timestamp section of the report.

    c. Delete the **Desired Time** column from the report.

    d. Save the report.

ID: **GII-5993**	Found In: **8.5.000.02**	Fixed In: **8.5.000.05**

In some scenarios, GI2 installation scripts that perform customization of BOE environment can corrupt BOE web content, causing errors when setting the Report Destination, such as the following:
```
An error occurred. -1 Try again.
```
To work around this issue, perform the following steps.

1. Open the Tomcat configuration file for editing from one of the following locations:

    - Windows: `<BIP_INSTALL_DIR>\SAP BusinessObjects Enterprise XI 4.0\wdeploy\conf\config.tomcat7`

    - Linux: `<BIP_INSTALL_DIR>/sap_bobj/enterprise_xi40/wdeploy/conf/config.tomcat7`

2. In the Tomcat configuration file, add the following line above the `as_instance` line (or if it is already present, ensure that it points to the tomcat directory):
    ```
    as_dir=<TOMCAT DIR>
    ```
    For example:
    ```
    as_dir= C:\Program Files (x86)\SAP BusinessObjects\tomcat
    as_instance=localhost
    ```

3. From the `as_service_name` line, make note of the Tomcat service name (such as `iBOEXI40Tomcat`).

4. Save changes to the Tomcat configuration.

5. Stop the Tomcat service.

6. On Windows deployments, back up and delete the following folders:
   ```
   C:\Program Files (x86)\SAP BusinessObjects\tomcat\webapps
   C:\Program Files (x86)\SAP BusinessObjects\tomcat\work\Catalina\localhost
   ```

7. Navigate to one of the following directories:

   • Windows: <BIP_INSTALL_DIR>\SAP BusinessObjects\SAP BusinessObjects Enterprise XI
     4.0\wdeploy

   • Linux: <BIP_INSTALL_DIR>/sap_bobj/enterprise_xi40/wdeploy

8. Execute the following command:
   ```
   wdeploy.bat/sh tomcat7 deployall
   ```

9. Start the Tomcat service.

Note that this workaround removes the Genesys logo from the GI2 GUI.

ID: **GII-5926-BO**	Found In: **8.5.000.02**	Fixed In: **8.5.000.03**

After installation of BI 4.1 SP6, when viewing reports in Web Intelligence, errors such as the following may appear:

```
The server is busy. Please save any pending change and try again later. If the problem
persists, contact your BusinessObjects administrator. (Error: ERR_WIS_30284)
```

At the time when the error is generated, Web Intelligence typically consumes an unusually large amount of machine memory.

To work around this issue, perform the following steps:

1. For each BOE user, set the variable MALLOC_ARENA_MAX=1. Note: In some cases, you may want to set this variable to a higher value to improve general machine performance. Please consult SAP note 1968075 for more information.

2. In CMC, unselect the option **Enable Memory Analysis** in **WebIntelligenceProcessingServer** properties.

3. Stop BOE, log the BOE user out, and log back in. The system picks up the newly set MALLOC_ARENA_MAX variable.

4. Start BOE.

ID: **GII-5715-BO**	Found In: **8.1.405.05**	Fixed In:

For deployments with BI 4.1 SP6, using the Information Design Tool to edit the SQL Query for LOV fails with the following error:
This combined query cannot run because one of the queries contains incompatible objects. (IES 00021)

ID: **GII-5110-BO**	Found In: **8.1.405.02**	Fixed In:

When PostgreSQL DBMS is used for the Info Mart database, drilling up or down on the Main tab of Agent Wrap Report can cause the following error to appear:
`Database error: ERROR: UNION types bigint and text cannot be matched.`
To work around this issue:

1. Open the Information Design Tool (or Universe Design Tool, depending on the format if your universe).

2. Import the GI2_Universe.

3. Change the value of the **DISTINCT_VALUES** parameter from DISTINCT to GROUPBY.

4. Save the universe and publish it to the repository.

ID: **GII-5008**	Found In: **8.1.105.01 and 8.1.405.02**	Fixed In:

Genesys recommends that you enable **Automatic Refresh** both on the server, and on a per-document basis. Note that doing so might cause some reports to be invalidated; to work around this issue, see GII-3331. For information about the Automatic Refresh option, see the *Genesys Interactive Insights User's Guide*.

ID: **GII-4780**	Found In: **8.1.400.17**	Fixed In:

In cases where you drill on a 3D chart on the Agent Queue Report and a dimension on that chart has a very long name, the corresponding Axis name can disappear from the chart.

ID: **GII-4569-BO**	Found In: **8.1.300.03**	Fixed In:

For interactions that last more than one hour and that cross two hour intervals (thus appearing within three hours), incorrect counters can appear in interval-based reports after you drill up from HOUR to DAY level in reports. These interactions are counted in each hour interval into which they cross and are double-counted based on the sum of AG2_I_AGENT_HOUR values for DAY aggregate level. Interval-based reports do not support drill up from HOUR to DAY dimension.

ID: **GII-4544**	Found In: **8.1.300.03**	Fixed In:

When you select Date from a Calendar, BI 4.1 can sometimes return the previous day's date. If this happens, you can correct the problem by setting the time zone to UTC. For more information, see the *Genesys Interactive Insights User's Guide*.

ID: **GII-4387-BO**	Found In: **8.1.300.03**	Fixed In:

If you apply Asian-language Language Packs, you might see truncated strings in cells, even if the **wrap** property is enabled for cells. This occurs because Business Objects reports use the Arial font by default; however the Business Objects engine is unable to control spacing for Asian characters if the Arial font is used. SAP, the maker of Business Objects, recommends that you resolve this problem by replacing Arial with a font that correctly wraps the text, such as MS Gothic.

Workaround:

To switch the Business Objects (BO) server to use, for example, MS Gothic font, replace the Arial font definition using the following steps:

1. Browse to the folder where BO servers is installed, for example:

   - `<BI Install Dir>\Business Objects\SAP BusinessObjects Enterprise XI 4.0\win32_x86\ fonts`

   - `<BI Install Dir>\Business Objects\SAP BusinessObjects Enterprise XI 4.0\win64_x64\ fonts`

2. Open the file `fontalias.xml`, and edit the Arial font definition to match the following:

```
<FONT NAME="Arial">
<FONTFAMILY PLATFORM="ttf" NAME="Arial">
<FONTATTRIBUTE BOLD="false" ITALIC="false" LOGICAL="Arial"
PHYSICAL="arial.ttf;Arial.ttf"/>
<FONTATTRIBUTE BOLD="true" ITALIC="false" LOGICAL="Arial Bold"
PHYSICAL="arialbd.ttf;arialb.ttf;Arial-Bold.ttf"/>
<FONTATTRIBUTE BOLD="false" ITALIC="true" LOGICAL="Arial Italic"
PHYSICAL="ariali.ttf;Arial-Italic.ttf"/>
<FONTATTRIBUTE BOLD="true" ITALIC="true" LOGICAL="Arial Bold Italic"
PHYSICAL="arialbi.ttf;arialz.ttf;Arial-BoldItalic.ttf"/>
</FONTFAMILY>
<FONTFAMILY PLATFORM="win" NAME="Arial"/>
<FONTFAMILY PLATFORM="java" NAME="Arial, Helvetica, 'Courier New', 'Times New Roman'"/>
<FONTFAMILY PLATFORM="html" NAME="Arial, Helvetica, 'Courier New', 'Times New Roman'"/>
</FONT>
To
<FONT NAME="Arial">
<FONTFAMILY PLATFORM="ttf" NAME="MS Gothic">
<FONTATTRIBUTE BOLD="false" ITALIC="false" LOGICAL="MS Gothic"
PHYSICAL="msgothic.ttc,1;ARIALUNI.TTF;kochi-gothic-subst.ttf"/>
</FONTFAMILY>
<FONTFAMILY PLATFORM="win" NAME="MS Gothic"/>
<FONTFAMILY PLATFORM="java" NAME=" 'MS Gothic', 'Arial Unicode MS'"/>
<FONTFAMILY PLATFORM="html" NAME=" 'MS Gothic', 'Arial Unicode MS'"/>
</FONT>
```

Note: Alternatively, you can continue to use Arial as the font on the BO server. In this case, you can change the font of each GI2 report to prevent strings from being truncated in the cells.

ID: **GII-4298**	Found In: **8.1.101.05**	Fixed In:

In the BI LaunchPad, the **My Favorites** and **Inbox** elements of the **My Documents** tab are unavailable for Developer/Editor/Viewer/Basic users when GI2 is first deployed. This occurs because permissions for these objects are not saved in the LCMBIAR file and are thus lost after deployment. To work around this issue, set permissions from the Central Management Console (CMC) for both Inboxes and Personal Folders:

1. On the **Inboxes** or **Personal Folders** tab, right click the user title, and in the context menu, select **User Security**.

2. Ensure there is at least one principal listed: to add a principal, click **Add Principal**.

3. For each principal listed, select the principal, and click **Assign Security**

4. Assign the Access Level **Full Control**, and click **Apply** to save your changes.

5. Repeat steps 1-4 for each GI2 user, on both the Inboxes and Personal Folders tabs.

ID: **GII-3333-BO**	Found In: **8.1.300.03**	Fixed In:

If you have enabled the **Automatic Refresh** option to resolve issues (such as ER #197659540) where #ToRefresh appeared in reports instead of the expected data, some reports may be invalidated. Running these reports returns an error indicating that an incorrect date format is used. To work around this issue, rebuild the queries for the affected reports, as follows:

1. Select an affected report, and on the **Data Access Tab**, click **Edit**.

2. Click **View Query Script**.

3. In the **Query Script Viewer** dialog, select **Use custom query script -> Use the query script generated by your query**.

4. A **Warning** dialog box appears (Do you want to restore your script generated by your Query?). Click **Yes**. In the **Query Script Viewer** dialog, click **Close**.

5. Repeat steps 2-4 for each query in the report.

6. Click **Run Queries**, and select **Run all Queries**.

7. If data appears in a report, purge the data.

8. Save each report.

ID: **GII-3331-BO**	Found In: **8.1.300.03**	Fixed In:

Due to a Genesys Info Mart design limitation, Agent Group reports might include metrics for the **No Group** group that include DNs that are not part of any group.

ID: **ER# 318840785**	Found In: **8.1.101.05**	Fixed In:

Should you experience performance issues with the Details reports (Interaction Flow Report, Interaction Handling Attempt Report, Transfer Detail Report) where the GI2 universe **ANSI92** parameter has been set to Yes, then to improve performance, you should do the following:

1. Make a copy of the GI2_Universe and name it appropriately; for example, **GI2_Universe_NOANSI92**.

2. In the copied universe, set the value of the **ANSI92** parameter to No.

3. Export your modification to the BusinessObjects repository.

4. In Web Intelligence, update the slow-performing detail report by editing the query to point to the copied universe.

ID: **ER# 311140451;**	Found In: **8.1.100.30**	Fixed In:

Access from one report to the next might not function as expected within the same Mozilla Firefox browser window for the Handling Attempt, Agent Details, and Transfer Detail reports. As the workaround, you can derive the values for one report from another by opening the hyperlinks in a new browser window or tab (by right-clicking the hyperlink and selecting the appropriate menu item).

ID: **ER# 297079261**	Found In: **8.1.100.19**	Fixed In:

In some callflow scenarios involving the customer leaving the call during a transfer or conference initiation, due to a Genesys Info Mart limitation (noted in ER#s 287617711, 286023177, and 286022901), the following measures might not reflect the full duration of the consultations:

- All consult measures in GI2 Universe that are based on CONSULT_* columns in the aggregates

- All warm consult measures that are based on *_WARM_* columns in the aggregates

- All conference-initiated measures that are based on CONFERENCE_INITIATED_* columns in the aggregates.

ID: **ER# 299444482**	Found In: **8.1.100.19**	Fixed In:

Due to a limitation with BI 4.1 software, you cannot perform drill operations on the Interaction Volume Service Type Trend Report. Any drill attempt will generate the following error: An internal error occurred while calling "executeDrillAction" API. (Error: ERR_WIS_30270"). Once you click **OK** to clear the message, another appears: Invalid session. To resume interactivity with this report you must either close and re-open it or close and re-open your browser.

ID: **ER# 278188221, GII-4570**	Found In: **8.1.000.12**	Fixed In:

The GI2 reports will count an invitation for collaboration that an agent declines as **Consult Received Accepted** when the agent uses Genesys Agent Desktop (or a custom desktop using the same SDK) to decline the invitation. Refer to ER 247946331 in the *Genesys Info Mart 8.0 Release Notes* for additional information.

ID: **ER# 250850268**	Found In: **8.0.000.32**	Fixed In:

The BO server cannot correctly process the complex query generated by the Interaction Volume Summary Report when you drill for results. Drilled results that are returned might contain unexpected or missed data.

ID: **ER# 251979921**	Found In: **8.0.000.32**	Fixed In:

All of the GI2 reports reference the DATE_TIME Info Mart table to identify the date and time keys that should be used to query data. If this table is not populated or if report users request data for dates that extend beyond the date/time keys stored in this table, the reports will return No Data. Refer to the *Genesys Info Mart 8.x Deployment Guide* for information about how to populate this table.

ID: **ER# 254094061**	Found In: **8.0.000.32**	Fixed In:

In the agent and queue reports, drilling up for agent group (or queue group) results, back down again, and then removing the report's drill filter might yield doubled results for those agents (or queues) that belong to two or more agent (or queue) groups where the contact center activity performed by the groups overlap. To avoid this problem, use either of the following two workarounds:

- Use the **Agent(Queue) Group** prompt for the report. This restricts the data in the report to one group

only.

- On each of the other tabs, apply the same Simple Report that is applied on the tab where you drilled down.

ID: **ER# 256339463, GII-4437**	Found In: **8.0.000.32**	Fixed In:

If an agent's current state is in progress when agent-state data is extracted and transformed within Info Mart, then the aggregation of this data will round the agent's state duration up to the nearest aggregation interval, which is 30 minutes, by default. After the state ends and after the subsequent GIM extraction and transformation, the aggregation of this data will be updated to reflect the actual duration. In other words, durations of current agent states are always rounded up to 30 minutes until these states end and are transformed.

ID: **ER# 256527670**	Found In: **8.0.000.32**	Fixed In:

If you try to parse some universe objects or perform a check of the GI2 Universe in Designer, you might encounter one or more of the following messages:

```
Parse failed: Invalid Definition (UNV0023)
Parse failed: Exception:DBD (DBMS-dependent message)
```

You can ignore these messages—for the following objects—because the GI2 reports that employ these objects function properly.

Dimensions

Flow\Active Flow\Interaction ID Flow\Start Timestamp Flow\End Timestamp	Flow\Customer ID Flow\From Flow\To Flow\Agent\Queue Order	Flow\Segment ID Flow\Duration Service Objects\Pre-Set Day Filter Service Objects\Pre-Set Date Filter

Conditions

Queue\PreSetAndDateRange Abn Queue\PreSetAndDateRange Ans Service Objects\Agent (single) Handling Attempt\Customer ID Handling Attempt\PreSetAndDayAndTimeRange	Ixn State\Ixn State PreSetAndDayAndTimeRange State\Agent State PreSetAndDate Session\Session PreSetAndDate PreSetAndDateRange<FONT FACE="Arial, Helvetica, sans-serif"> (in all classes)</FONT> PreSetAndDate<FONT FACE="Arial, Helvetica, sans-serif"> (in all classes)</FONT>

Measures

All measures (such as Agent\Activity\Influence Score) whose reference metric ID begins with the @ sign (@A_INFLUENCE) also generate this error message upon parsing. (In Designer, the metric ID is found on the **Source Information** tab of the measure's properties.)

ID: **ER# 258784277**	Found In: **8.0.000.32**	Fixed In:

Exercise caution when selecting prompt values for the Detail reports especially if your Info Mart is a sizeable one storing a lot of unpurged detail (fact) data. The default prompt values supplied when opening such reports are for demonstration purposes and the reports query fields many of which are not indexed. The lengthy, full-table scans that result when the range of values specified in the prompts is wide might not complete before Web Intelligence times out. Performance of the detail reports improves significantly when you narrow the selection of values at all prompts.

ID: **ER# 259604661**	Found In: **8.0.000.32**	Fixed In:

In multi-tenant configurations where one tenant's schema shows data only for that particular tenant, the Detail GI2 reports will not report Interaction activity that crosses the tenant barrier. This is by design.

ID: **ER# 260050606**	Found In: **8.0.000.32**	Fixed In:

GI2 might report a successful installation even if warning or error messages are present. To confirm whether or not an installation was successful, Genesys recommends that you check **deploy_unv_rep.log** for error.

ID: **ER# 262019661**	Found In: **8.0.000.32**	Fixed In:

When running GI2 against an Info Mart on the DB2 RDBMS, report results might yield data that is rounded incorrectly for those measures that were defined using the **DB delegated** function. If the formula for such measures yields fractions (such as averages and percentages), the resultant values will be rounded down only to the tenths place—for example, 0.2 instead of 0.23. To obtain a higher degree of precision, update the measure's definition in Designer to use 1.0000 wherever 1.0 is used. In the modified formula, specify as many zeros as the degree of precision that you are trying to achieve.

ID: **ER# 229971505-BO**	Found In: **7.6.200.09**	Fixed In:

The BO server might stop or hang indefinitely during the following Web Intelligence operations:

- Drilling on graphs that employ smart (DB-delegated) measures.
- Drilling on tables that employ smart measures and where table contents are ranked.

These operations are most commonly performed on the **Summary** tab of GI2 reports.

ID: **ER# 233433961-BO**	Found In: **7.6.200.09**	Fixed In:

During the UNIX installation of BI 4.1, you might encounter an error regarding the UTF-8 locale setting. If this parameter is set incorrectly, installation will cease. To correct this, issue one of the following commands prior to installation:

```
export LANG=en_US.utf8
export LANG=en_US.UTF-8
```

The command you select depends on your UNIX platform.

ID: **ER# 220315067-BO**	Found In: **7.6.100.07**	Fixed In:

In Report Info, the values for prompts that allow multiple selections display values in the order you selected them rather than alphabetically.

ID: **ER# 185568701-BO**	Found In: **7.6.000.26**	Fixed In:

Take care when interpreting report results that show data which has been drilled up from its original aggregation level. The layout of each report defines section breaks which are appropriate only to the original aggregation level designed for the report. For example, the Agent Interval Based Report has been designed with a section break on Agent Name. The Call Volume Service Type Report (the name of the report in the 7.6.*x* releases) has been designed with a section break on Service Type Name. (In 8.0, the name of this report was changed to Interaction Volume Service Type.)

The composition of these section breaks is not dynamic in light of drilling operations that are performed on the report. Drilling up to Agent Group in the Agent Interval Based report, for example, does not redefine the section break to occur on agent groups. As such, reports for drilled aggregation levels display results that might appear unbecomingly sectioned.

As a workaround, you can customize a report to provide results that are appropriately sectioned for the desired aggregation level.

ID: **ER# 195952061-BO**	Found In: **7.6.000.26**	Fixed In:

You may encounter the following error when handling a large report or when a large number of users are running reports in parallel: Unexpected behavior: Java heap space

ID: **ER# 199008223**	Found In: **7.6.000.26**	Fixed In:

At times, report values might not fit in the cell space provided by the GI2 reports. Instead of the expected data, Web Intelligence displays ##### to clearly denote the problem. This occurs under the following circumstances:

- The length of the data for some of the measures shown in report is larger than the provided width of the column. This might especially be the case for total and subtotal measures.

- Some measures, such as "smart" measures, require a report to be refreshed upon drill. For cells that contain these measures, Web Intelligence, by design, displays #TOREFRESH instead of the cell's value. For cells that are too narrow to display the #TOREFRESH message in its entirety, Web Intelligence instead displays #####. .

The workaround to make all report values visible is to expand the width of the affected columns to accommodate the data for all of the cells within those columns. As a result of this operation, you might also need to expand the width of the report page to accommodate all of its columns.

To prevent delegated measures from returning #TOREFRESH values in some reports when aggregation values are not available at the time a query is run, you can enable the **Automatic Refresh** option either on the server, or on a per-document basis. The **Automatic Refresh** option can invalidate some reports, as described in GII-3331, and requires that you enable **Keep Last Values** as follows:

1. Open the Information Design Tool and enable the option **Keep Last Value** for the following date/time related parameters in the GI2 Universe: **Pre-set Day Filter**, **Pre-set Date Filter**, **Start Date**, **End Date**, **Report Date**.

2. Restart the BI 4.1 server.

ID: **ER#s 197659540-BO, 195952606-BO, GII-4391**	Found In: **7.6.000.26**	Fixed In:

Internationalization Issues

Information in this section is included for international customers. Release numbers in the **Found In** and **Fixed In** fields refer to the English (US) release of Genesys Interactive Insights unless otherwise noted in the issue description.

In deployments where GI2 release 8.5.001.02 is installed with release 8.5.001.03 Language Packs, some text in the reports is not translated.

ID: **GII-6501**	Found In: **8.5.001.03**	Fixed In:

In deployments where GI2 release 8.5.001.02 is installed with release 8.5.001.03 Language Packs, hyperlinks to other reports fail when clicked, and an error is displayed, similar to the following: `While trying to invoke the method ...a null object loaded from a local variable at slot 11.`

ID: **GII-6500**	Found In: **8.5.001.03**	Fixed In:

In deployments where GI2 release 8.5.001.02 is installed with release 8.5.001.03 Language Packs, some prompts on some reports, are not translated. To work around this issue:

1. Log in with an account that has the necessary permissions to edit reports.

1. Run the report.

2. Verify that the prompts are now translated,

3. Save the report.

Subsequently, each time the report is run, the prompts will be translated.

ID: **GII-6418**	Found In: **8.5.001.03**	Fixed In:

The GI2 8.5 Language Packs are not compatible with SAP BI 4.2.

ID: **GII-6305**	Found In: **8.5.000.02**	Fixed In: **8.5.001.03**

If you apply Asian-language Language Packs, you might see truncated strings in cells, even if the **wrap** property is enabled for cells. This occurs because Business Objects reports use the Arial font by default; however the Business Objects engine is unable to control spacing for Asian characters if the Arial font is used. SAP, the maker of Business Objects, recommends that you resolve this problem by replacing Arial with a font that correctly wraps the text, such as MS Gothic.

Workaround:

To switch the Business Objects (BO) server to use, for example, MS Gothic font, replace the Arial font definition using the following steps:

1. Browse to the folder where BO servers is installed, for example:

   - `<BI Install Dir>\Business Objects\SAP BusinessObjects Enterprise XI 4.0\win32_x86\fonts`

   - `<BI Install Dir>\Business Objects\SAP BusinessObjects Enterprise XI 4.0\win64_x64\fonts`

2. Open the file `fontalias.xml`, and edit the Arial font definition to match the following:

```
<FONT NAME="Arial">
<FONTFAMILY PLATFORM="ttf" NAME="Arial">
<FONTATTRIBUTE BOLD="false" ITALIC="false" LOGICAL="Arial"
PHYSICAL="arial.ttf;Arial.ttf"/>
<FONTATTRIBUTE BOLD="true" ITALIC="false" LOGICAL="Arial Bold"
PHYSICAL="arialbd.ttf;arialb.ttf;Arial-Bold.ttf"/>
<FONTATTRIBUTE BOLD="false" ITALIC="true" LOGICAL="Arial Italic"
PHYSICAL="ariali.ttf;Arial-Italic.ttf"/>
<FONTATTRIBUTE BOLD="true" ITALIC="true" LOGICAL="Arial Bold Italic"
PHYSICAL="arialbi.ttf;arialz.ttf;Arial-BoldItalic.ttf"/>
</FONTFAMILY>
<FONTFAMILY PLATFORM="win" NAME="Arial"/>
<FONTFAMILY PLATFORM="java" NAME="Arial, Helvetica, 'Courier New', 'Times New Roman'"/>
<FONTFAMILY PLATFORM="html" NAME="Arial, Helvetica, 'Courier New', 'Times New Roman'"/>
</FONT>
To
<FONT NAME="Arial">
<FONTFAMILY PLATFORM="ttf" NAME="MS Gothic">
<FONTATTRIBUTE BOLD="false" ITALIC="false" LOGICAL="MS Gothic"
PHYSICAL="msgothic.ttc,1;ARIALUNI.TTF;kochi-gothic-subst.ttf"/>
</FONTFAMILY>
<FONTFAMILY PLATFORM="win" NAME="MS Gothic"/>
<FONTFAMILY PLATFORM="java" NAME=" 'MS Gothic', 'Arial Unicode MS'"/>
<FONTFAMILY PLATFORM="html" NAME=" 'MS Gothic', 'Arial Unicode MS'"/>
</FONT>
```

Note: Alternatively, you can continue to use Arial as the font on the BO server. In this case, you can change the font of each GI2 report to prevent strings from being truncated in the cells.

ID: **GII-4298**	Found In: **8.1.101.05**	Fixed In:

Release 8.5.0

Genesys Interactive Insights Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Genesys Interactive Insights, if available, in the tree menu on the left or in the list of Available Releases.

Genesys Interactive Insights 8.5.0 Deployment Procedure

This deployment procedure applies to all 8.5.0 releases of Genesys Interactive Insights listed in the 8.5.0 Release table. Most releases use the same standard deployment procedure.

Standard Deployment Procedure for Migrating to 8.5.0

To deploy this installation package within a *new* environment, follow the instructions provided in the latest *Genesys Interactive Insights Deployment Guide*.

To deploy the package within your *existing* 8.5.*x* GI2 environment, perform the following steps:

Deployment Steps

1. Create a backup of the BusinessObjects repository including the GI2 universe and reports. For example, export the universe and reports to a LCMBIAR file.

2. Following the instructions in the Genesys Info Mart 8.5.x Deployment Procedure, migrate your Info Mart database schema to the version that is associated with the appropriate Genesys Info Mart release. For each RAA 8.5.x release, the Product Alerts lists the supported Genesys Info Mart releases that interoperate with RAA.

3. Verify that you have SAP BusinessObjects Business Intelligence Platform (BI) 4.1 installed, and upgrade it to Service Pack 6 if this has not already been done. SAP BusinessObjects documentation provides upgrade instructions.

4. If your deployment uses PostgreSQL for the Info Mart database:

   a. Edit the file **postgresql.prm**, which is stored in one of the following locations:

      - Windows: **<BI_INSTALLDIR>\SAP BusinessObjects Enterprise XI 4.0\dataAccess\ connectionServer\jdbc**

      - Linux: **<BI_INSTALLDIR>/sap_bobj/enterprise_xi40/dataAccess/connectionServer/jdbc**

   b. Within **postgresql.prm**, replace or add the USER_INPUT_DATE_FORMAT parameter definition:
      from: `<Parameter Name="USER_INPUT_DATE_FORMAT">{\d 'yyyy-mm-dd'}</Parameter>`
      to: `<Parameter Name="USER_INPUT_DATE_FORMAT">{\t\s 'yyyy-mm-dd HH:mm:ss'}</Parameter>`

   c. Save the file and restart the BOE instance.

5. Reinstall GI2 from its installation package following the instructions in the *Genesys Interactive Insights Deployment Guide*. For UNIX, deploy the installation package using the **bash** shell. **Note:** The GI2 universe and reports will be installed to the directory named for the release number (such as **8.5.0**) within the BusinessObjects repository.

6. Check for errors using the Central Management Console (**Promotion Management** -> **Promotions**

Jobs).

7. If the version of RAA provided with Genesys Info Mart is an older version than the RAA software provided with this version of GI2, you must deploy (into your Genesys Info Mart root) the version of RAA that is included with GI2. For more detailed information, see the *Reporting and Analytics Aggregates Deployment Guide*.

8. If your environment collects social media metrics, and you want to run the standard GI2 social media reports (Agent Interaction Hierarchy, Agent Social Engagement, and Social Engagement reports) without customization, run the **make_gim_UDE_template_<dbms>.sql** script (provided within the RAA installation package) if it has not been run already. For more information about configuring social media user data, refer to the *Genesys Interactive Insights User's Guide*.

8.5.001.02

Genesys Interactive Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
01/24/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Support is added for reporting on Genesys Predictive Routing. This includes:
  - 5 new reports (Predictive Routing AB Testing Report, Predictive Routing Agent Occupancy Report, Predictive Routing Detail Report, Predictive Routing Operational Report, Predictive Routing Queue Statistics Report)
  - 1 new workspace/dashboard (PR Performance)
  - More than 7 new dimensions (including Predictor, Predictor Switch, Model, Status, Mode, Result, Customer Data Found)
  - More than 12 new measures (including First Contact Resolution Result, Avg Agent Score, Agent Score, Global Score, Median Score, Max Score, Min Score, Agent Rank, Target Pool Size, Predictive Routing Message, % Error, and Turnaround Time)

    For more information, see the Supplement page in the *Genesys Interactive Insights Universe Guide*.

- Support for the following (see the respective sections on the Supported Operating Environment: Genesys Interactive Insights page for more detailed information):
  - MS SQL Server 2016
  - Windows 10 (for BI 4.2 client tools)
  - Apache Tomcat 8.5 (for BI 4.2 server)
- Support for SAP BI 4.2 Service/Support Pack 4 (14.2.4.2410) and Windows Server 2016

Helpful Links

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- List of 8.5.x Releases
- 8.5.x Known Issues

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

Supported Languages

See Release 8.5.x Translation Support.

8.5.000.05

Genesys Interactive Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/31/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The Callback Details Report now correctly displays the desired callback time as a timestamp. Previously, the desired callback time was displayed as a duration, rather than as a timestamp. (GII-5993)

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Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

8.5.000.03

Genesys Interactive Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
1/26/17	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Notes

- In GI2 release 8.5.000.03, the universe and reports are release 8.5.000.02.

Resolved Issues

This release contains the following resolved issues:

GI2 now successfully sets Report Destinations in deployments where the Genesys custom logo appears in the GI2 interface. Previously in such scenarios, an error might appear, such as the following:
`An error occurred. -1 Try again.`
(GII-5926)

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Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

Supported Languages

See Release 8.5.x Translation Support.

8.5.000.02

Genesys Interactive Insights Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/25/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Beginning with this release, support is added for reporting on Callback. This includes 2 new reports, supported by 2 classes, 11 dimensions, 6 conditions, 2 lov, and more than 80 new measures. Callback is also supported in certain GI2 release 8.1.1 cloud deployments. For more information, see the Supplement page in the *Genesys Interactive Insights Universe Guide*.

- Beginning with this release, support is added for reporting on Post Call Survey. Ten new hidden dimensions and 2 new hidden classes are added to support this change. For more information, see the Supplement page in the *Genesys Interactive Insights Universe Guide*.

- The BI platform was upgraded from BI 4.1 SP5 to BI 4.1 SP6.

- Beginning with this release, the *Genesys Interactive Insights Universe Guide* is no longer included in the IP. Together with other documentation for GI2, it is available online at docs.genesys.com/GI2

- The universe was updated to enable the inclusion of Low Cardinality User Data in Detail reports. To support this enhancement, changes were made in dimensions, and the following new classes were added:

  - Class Detail/Handling Attempt/Handling Attempt User Data Example

  - Class Transfer/Transfer User Data Example/Source

  - Class Transfer/Transfer User Data Example/Target

- The following changes were made in the universe to account for changes in the Genesys Info Mart 8.5.003 database schema:

  - The column CALLBACK_FACT.DESIRED_TIME was renamed to CALLBACK_FACT.DESIRED_TIME_TS.

  - The definition of the Callback Detail\Desired Time measure was changed to CALLBACK_FACT_GI2.DESIRED_TIME_TS.

- A new template condition, PreSetAndDayAndTimeRange MSSQL, was added to the Service Objects class

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to improve performance of Detail reports on MSSQL Server partitioned databases. To force MSSQL Server to perform partition elimination in Detail reports, you can include this template in standard PreSetAndDayAndTimeRange conditions from the Detail class.

- Some Person objects in the database are not Agents. Beginning with GI2 8.5.000.02 a new filter (RESOURCE_GI2.RESOURCE_SUBTYPE='Agent'), which is available in the Agent Name dimension definition, can identify and filter out these objects so that they do not appear in List of Values associated with Agent Name dimensions, or in reports.
  This filter is available only in deployments with Genesys Info Mart 8.5.004 (General) or 8.5.003 (Hot Fix) or later Genesys Info Mart releases. For earlier Genesys Info Mart releases, you can filter these objects by creating a SQL script to remove non-Agent Persons from the RESOURCE_GI2 view. The resulting view should be similar to the following:

```
{code}
from
RESOURCE_ r
where
r.RESOURCE_TYPE_CODE <> 'AGENT' or
(r.RESOURCE_TYPE_CODE = 'AGENT'  and
not exists (select 1
  from GIDB_GC_AGENT gc
  where r.RESOURCE_CFG_TYPE_ID=3 /* CFGPerson */
    and r.RESOURCE_CFG_DBID=gc.ID /* join by PK */
    and gc.TYPE=1 /* not isAgent */)
)
{code}
```

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.

Supported Languages

See Release 8.5.x Translation Support.