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Genesys Info Mart

8.5.016.04

5/7/2025

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Genesys Info Mart Release Notes

9.x Genesys Info Mart is part of 9.x starting in **8.5.014.14**.

Release Date	Release Type	Restrictions	AIX	Linux	Mac	Solaris	Windows
05/14/21	Update			X			X

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What's New

This release contains the following new features and enhancements:

- **Enhancements for multimedia deployments with Interaction Server Cluster** — A number of processing changes support a wider range of topologies for deployments with Interaction Server Cluster, and improve agent state reporting in these deployments:
 - Genesys Info Mart requirements for the value of the **ICON role** option have been relaxed. Specifically, Genesys Info Mart no longer requires that the `gcc`, `gls`, `gud` values occur together, and Genesys Info Mart now supports scenarios where the ICON application is configured without the `gls` role. In scenarios where each Interaction Server in a cluster is connected to a separate ICON (or ICON HA pair), this change enables you to configure only one of the ICONs (or ICON HA pairs) to have the `gls` role, and thus meet Genesys Info Mart topology requirements to have only one of the ICONs (or ICON HA pairs) collect data about agent states and agent login sessions. (GIM-12984)
 - The transformation job now correctly populates values for the resource state reason in the `SM_RES_STATE_REASON_FACT` table when processing data in Interaction Server Cluster environments. Previously in such scenarios, Genesys Info Mart did not populate some reasons in the `SM_RES_STATE_REASON_FACT` table because of conflicts between different ICONs regarding the start and end times of a reason. Additionally, when processing data in Interaction Server Cluster environments where time is not synchronized between Interaction Servers in the cluster, Genesys Info Mart no longer creates extraneous sessions of one-second duration in the `SM_RES_SESSION_FACT` table. (GIM-13339)
 - A new configuration option, `populate-sm-busy-from-mm-ixns`, in the **[gim-etl-populate]** section, supports a topology that offers improved agent state reporting, where each ICON connects directly to an individual Interaction Server in the cluster, instead of to the proxy, and where only one ICON (or ICON HA pair) is configured to write agent state information (in other words, only one ICON or ICON HA pair has the `gls` role).

In this scenario, the ICONs (or ICON HA pairs) that do not have the `gls` role write interaction data when the respective Interaction Server to which the ICON is connected handles an interaction, but that ICON will not provide BUSY states. Setting **populate-sm-busy-from-mm-ixns** to **true** enables Genesys Info Mart to generate BUSY states for agents based on multimedia interaction data, resulting in more accurate agent state reporting. However, be aware that state durations might still not be reported accurately if time is not synchronized among the Interaction Servers in the cluster — for example, a state duration might be reported as one second less than actual. (GIM-13384)
- Support for Red Hat OpenJDK 11. See the Prerequisites section on the [Genesys Info Mart](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites. (GIM-13084)

Helpful Links

Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

Deployment Procedure

[8.5.0 Deployment Procedure](#)

Product Documentation

[Genesys Info Mart](#)

Genesys Products

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Resolved Issues

This release contains the following resolved issues:

When creating resource records on demand, Genesys Info Mart now uses the current time to populate GMT_START_TIME fields in the RESOURCE_ table. Previously, resource records created on demand were populated with NULL values. (GIM-13398)

The extraction job now completes successfully on PostgreSQL deployments that use PostgreSQL JDBC driver version 42.2.11 and later. Previously in such scenarios, the extraction job failed, and Genesys Info Mart logged the following exception:

```
IllegalArgumentException: wrong number of arguments
```

(GIM-13397)

Genesys Info Mart now reports a correct technical result of CustomerAbandoned/AbandonedWhileQueued in the INTERACTION_RESOURCE_FACT (IRF) and Mediation Segment Fact (MSF) tables in callback scenarios where:

1. A successful callback media attempt is made to the customer.
2. The call is sent to a routing point, where it is abandoned by the customer.

Previously in such scenarios, the IRF record for the routing point was populated with an incorrect technical result of None, and if the call was in a virtual queue at the time it was abandoned, the MSF record for the virtual queue was populated with an incorrect technical result of Incomplete. (GIM-13359)

Genesys Info Mart now transforms multimedia user data correctly in scenarios where the value of the days-to-keep-gidb-facts option is less than the value of the days-to-keep-active-facts option. However, correctly transforming this data requires that:

- The link-msf-userdata-mm option is enabled (set to true), causing Genesys Info Mart to attach user data to all MSF records.
- Each KVP is mapped to only one column.
- Neither the IRF_FIRST_UPDATE nor the PARTY propagation rule is enabled.

Previously in Genesys Info Mart 8.5.015.19 and later, when the value of the days-to-keep-gidb-facts option was less than the value of the days-to-keep-active-facts option, for active multimedia facts older than the value of **days-to-keep-gidb-facts**, Genesys Info Mart stored user data values calculated using the remaining GIDB data (that is, the data that was not purged), or stored the default value if no GIDB data was available. (GIM-13320)

Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.

Dependencies

- To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator (ICON) release 8.1.514.47 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.100.36. For additional recommendations, see ICON Recommendations in the [Known Issues and Recommendations](#) section.
- Genesys recommends that you manage jobs using Genesys Info Mart Manager, but if you continue to use Genesys Info Mart Administration Console, Genesys recommends that you use Genesys Info Mart Administration Console release 8.1.3 or higher.
- Genesys Info Mart Manager release 8.5.010 requires Genesys Info Mart release 8.5.009 or higher. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.
- Genesys Info Mart Manager and Genesys Administrator Extension (GAX) interoperability requirements are reciprocal:
 - Genesys Info Mart Manager release 8.5.010.02 and later requires GAX release 8.5.270.06, and vice versa.
 - Genesys Info Mart Manager 8.5 releases earlier than 8.5.010 require GAX 8.5 releases earlier than GAX 8.5.270.06, and vice versa.