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Genesys Info Mart

8.5.013.06

5/7/2025

8.5.013.06

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/24/19	Update		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- **Enhanced omnichannel reporting** — Two new columns in the SM_MEDIA_NEUTRAL_STATE_FACT table, END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY, enhance support for reporting across all media channels. (GIM-12296)
- **Multimedia and Outbound Contact transformation enhancement** — A new configuration option, chunk-size in the **[gim-transformation]** section, enables you to decouple the chunk size for transformation of Multimedia and Outbound Contact details from the chunk size for data extraction. You can use this option to temporarily reduce transformation chunk size, to improve transformation performance and help avoid OutOfMemory errors in situations where there is an unusually large quantity of data to be transformed (for example, because "runaway strategy" scenarios have occurred). (GIM-12238)
- **Support for variable-sized Elasticsearch indices** — A new configuration option, g:index-interval in the **[elasticsearch-<data-source-id>]** section(s), enables you to override the default Elasticsearch index interval, so that Genesys Info Mart correctly processes Elasticsearch indices where the size of the index interval is not fixed. (GIM-12266)
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or other monitoring purposes, new CDR_* tables have been added to the Info Mart database schema. The **make_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR_* tables are populated in cloud deployments, they are considered reserved for internal use. (GIM-12255)
- **Logging Enhancements** — A new log event, **55-20174**, supports improved handling of Outbound Contact scenarios where Campaign Group dialing modes are configured with unsupported values. For more information, see **GIM-12305**.

Helpful Links

Releases Info

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

Deployment Procedure

[8.5.0 Deployment Procedure](#)

Product Documentation

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Resolved Issues

This release contains the following resolved issues:

In scenarios where the export job has been scheduled and Genesys Info Mart is subsequently restarted, Genesys Info Mart now resumes the export job schedule. Previously in such scenarios, Genesys Info Mart reset the schedule and executed the export job immediately after restart. (GIM-12334)

In high availability (HA) deployments where the extraction job extracts Voice details from an Interaction Concentrator instance in which the server (ICON1) has been running for longer than the

value of max-call-duration, the extraction job no longer switches to start extracting from an Interaction Concentrator instance in which the server (ICON2) started later. Previously in this scenario, the extraction job could switch from IDB1 to IDB2 and, as a result, could fail to extract calls that were available in IDB1 but not in IDB2. (GIM-12319)

The transformation job no longer uses parallel threads or connections to update the same internal staging table. Previously, in deployments where the option populate-thread-facts was configured as true, session locks on a staging table might have prevented the transformation job from completing. (GIM-12314)

The extraction job no longer generates a NullPointerException error in either of the following scenarios:

- The extraction job is executed with -dap or -role parameters.
- ICONs are connected to servers that are part of a data domain for which the Info Mart connection has no suitable roles configured for IDB DAPs. For example, an ICON is connected to the IxnServer, but there are no IDB DAPs with the role ICON_MM.

Previously in such scenarios, the job sometimes produced a NullPointerException error, and logged a message similar to the following:

```
2019-03-11 15:12:58,547 WARN  ecp-a          20049 Job step 'EXTRACT' failed. null.
java.lang.NullPointerException
    at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.isTableAvailableInDsType(InitialExtractStepTs.java:116)
    at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.fillNodataSlices(InitialExtractStepTs.java:619)
    at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.initAndFillSlices(InitialExtractStepTs.java:450)
    at
com.genesyslab.gim.etl.jobs.extract.InitialExtractStepTs.runStep(InitialExtractStepTs.java:110)
```

(GIM-12310)

In scenarios where Campaign Group dialing modes are configured with unsupported values (that is, with values other than those given in the **DIALING_MODE** table), the transformation job no longer fails. In such scenarios, Genesys Info Mart now replaces the incorrect data with the default value (0), continues processing, and logs a message (55-20174) similar to the following:

```
Illegal dialing mode [code] in [column] for chainguid [chainguid] will be treated as 0
```

Previously in such scenarios, the transformation job failed, producing an error about java.lang.IllegalArgumentException. (GIM-12305)

In scenarios involving chat interactions that include conferences, the transformation job now correctly populates the IRF_ANCHOR_TS column in the INTERACTION_RESOURCE_FACT table. Previously in such scenarios, if the transformation job processed the data in more than one chunk, records in the table sometimes had incorrect values for IRF_ANCHOR_TS. (GIM-12300)

Genesys Info Mart now provides correct information when notifying Reporting and Analytics Aggregates (RAA) about late After-Call Work (ACW) in the INTERACTION_FACT, INTERACTION_RESOURCE_FACT, and IXN_RESOURCE_STATE_FACT tables. Previously in some scenarios, notifications for late ACW did not reflect the correct START_DATE_TIME_KEY for the associated fact. (GIM-11545)

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 8.1.514.11 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.