



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

This CD contains a General release of Genesys Info Mart.

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using Structured Query Language (SQL), to display detailed data, reveal patterns, and predict trends.

New Features in 8.1.x

Release 8.1.3

Some of the primary new features added in the 8.1.3 release are:

- Support for Genesys One — Starting with release 8.1.202.01, Genesys Info Mart provides historical reporting in Genesys One, the all-in-one, on-premise Genesys contact center solution. When deployed with Genesys One, Genesys Info Mart provides all functionality, except support for custom user data.
- Security Enhancements — Transport Layer Security (TLS) features have been enhanced to include support for:
 - Mutual TLS
 - Compliance with Federal Information Processing Standards (FIPS)
- Operating System and RDBMS Changes — Genesys Info Mart now supports using PostgreSQL 9.2 for the Info Mart database. The Info Mart database on PostgreSQL must be partitioned.
For additional information about operating system and RDBMS changes in this release, see the [Genesys Supported Operating Environment Reference Guide](#).
- Improved Reporting for iWD — Special handling for archive queues enables Genesys Info Mart to report more meaningfully on intelligent Workload Distribution (iWD) scenarios in which associated interactions are placed into “archiving” Interaction Queues. The special handling also prevents significant performance-related issues when the archived interactions are eventually terminated in Interaction Server.

The following changes support the improved reporting behavior and results:

- Two new configuration options are available in the `[gim-transformation]` section, `completed-queues` and `canceled-queues`, that enable you to specify which Interaction Queues function as archive queues.
- Two new technical result reasons are provided, `ARCHIVED` and `CANCELED`, which are used in combination with the technical result of `COMPLETED` to identify when a handling resource places an interaction into one of the archive queues.
- **Miscellaneous** — Various enhancements improve Genesys Info Mart reliability, performance, and data quality. These include:
 - Agent transformation improvements that enhance the performance and data quality of agent transformation, including a new configuration option, `max-state-duration` in the `[gim-etl]` section, which enables you to limit the duration of agent states.
 - A new configuration option, `pipeline-timeout-in-hours` in the `[gim-transformation]` section, which enables you to control how long Genesys Info Mart allows for the execution of a single transformation pipeline. If the timeout is exceeded, Genesys Info Mart tries to abort the pipeline, and the transformation job fails.
 - Starting with release 8.1.202.01, a new startup parameter, `cfg.protocol.timeout`, which enables you to customize the Configuration Server response timeout. Increasing the timeout helps to improve resilience to low-bandwidth or very busy network conditions when Genesys Info Mart reads configuration information.
 - Enhancements that optimize the loading of configuration data during Genesys Info Mart startup, as well as processing of configuration updates.
 - Enhanced logging about application connections.

Release 8.1.2

Some of the primary new features added in the 8.1.2 release are:

- **Support for SIP Cluster** — Genesys Info Mart can be deployed in the usual way to provide historical reporting in the SIP Cluster solution.
Note: Genesys Info Mart supports a restricted release of SIP Cluster. For information on Genesys SIP Cluster technology, contact your Genesys representative.
- **Enhanced Support for Distributed Data Centers** — When high availability (HA) of Interaction Concentrator is implemented across multiple data centers, a new database access point (DAP) configuration option, `geo-location` in the `[gim-etl]` section, enables the Genesys Info Mart extraction job to give preference to the IDBs that are local to the Info Mart database, provided that data quality in a remote IDB is not superior.
- **Support for Business Continuity** — Genesys Info Mart supports the use of Oracle GoldenGate for database replication, to provide Disaster Recovery for reporting data when a site failure occurs.
- **Enhanced Support for User Data**
 - Genesys Info Mart now optionally stores the user data for interactions that are in mediation, including user data for interactions that are not distributed to a handling resource after the mediation. A new DN and Script configuration option, `link-msf-userdata` in the `[gim-etl]` section, enables this functionality.
 - Starting with release 8.1.101.07, a new command-line parameter, `filterUserData`, enables you to control whether Genesys Info Mart will filter the call-based attached data in IDB to extract only from the `UserData` attribute of TEvents, or whether it will also extract from the

- Enhanced Support for Tenant Reporting — Genesys Info Mart now supports creating tenant views for a group of tenants or for all tenants, as well as for a single tenant. This functionality supports reporting in multiple time zones for the same tenant.
- Deployment Simplification
 - The Genesys Info Mart IP includes a new utility called User Data Assistant, a Microsoft Excel 2007 file, to help you configure Interaction Concentrator (ICON) and Genesys Info Mart to capture and store custom user data.
 - `Job_InitializeGIM` and `Job_MigrateGIM` now *automatically* execute the scripts to modify IDB schemas for use with Genesys Info Mart when required.
- Enhanced Partitioning Support — Support for database partitioning has been extended to include certain Control tables in the Info Mart database. In particular, audit and history tables can now be partitioned.
- Enhanced Multimedia Processing — Processing of multimedia interactions that involve very large numbers of parties or virtual queues has been enhanced, resulting in improved data quality and transformation behavior. Starting with release 8.1.103.03, a new configuration option, `max-parties-per-call`, enables you to control how much of the data that is associated with a single interaction will be selected for transformation.
- Miscellaneous
 - In Outbound Contact deployments with a partitioned Info Mart database, a new configuration option, `max-chain-processing-duration-in-hours` in the `[gim-etl]` section, enables you to customize the expected maximum durations of chain processing.
 - Starting with release 8.1.103.07, a new configuration option, `etl-start-date` in the `[gim-etl]` section, enables you to control the date from which Genesys Info Mart starts extracting data.
 - Enhanced notifications for aggregation improve Reporting and Analytics Aggregates (RAA) performance.
 - Genesys Info Mart supports IDB partitioning, which was introduced in Interaction Concentrator release 8.1.1.
 - Genesys Info Mart supports IPv6.

Release 8.1.1

Some of the primary new features added in the 8.1.1 release are:

- Enhanced Information in MSFs and IRFs — New fields in the `MEDIATION_SEGMENT_FACT` (MSF) and `INTERACTION_RESOURCE_FACT` (IRF) tables provide additional information about relationships between MSF activity and IRFs, regardless of whether attempts to reach the handling resource were successful or were abandoned or cleared from virtual queues. The new fields also enhance capabilities for reporting on queue activity and transfer details.
- Workbin Dimension — A new dimension table, `WORKBIN`, stores information about all the workbin instances that have been associated with multimedia interactions in the environment.
- Stop Action Enhancements for Multimedia
 - Use of the `STOP_ACTION` flag in the IRF table has been extended to multimedia interactions, for which the flag indicates whether the interaction was stopped by an IRF resource or by an outside entity that was not a party to the interaction (for example, Interaction Server or a Media Server).

- A new technical result—`AbnormalStop`—and associated technical result reasons—`AbnormalStopWhileRinging` and `AbnormalStopWhileQueued`—have been introduced.
- Support for Thread Metrics — In addition to information in `INTERACTION_FACT` table records that identifies thread activity, Genesys Info Mart provides additional data in IRF records that enable downstream reporting applications to identify first, or unique, participations by agents and other handling resources in the interaction thread.
- Support for Fiscal Calendars — You can now configure either the default or custom calendars in Genesys Info Mart to provide calendar dimensions for fiscal years.
- Improved Reliability of MSF Time Metrics — Genesys Info Mart adjusts the start/end time of MSF records associated with a virtual queue with the start/end times of the related Strategy to avoid gaps between mediations. A new configuration option, `adjust-vq-time-by-strategy-time`, enables you to control this behavior.
- Artificial Termination of Long-Living Interactions — The `days-to-keep-active-facts` configuration option has been enhanced to enable you to artificially terminate long-living interactions and thus minimize the possibility of overflow errors in aggregation processing.
- Security Features — Genesys Info Mart supports Transport Layer Security (TLS) protocol, client-side port definition, and Secure Socket Layer (SSL) protocol on JDBC connections to enable secured connections between Genesys Info Mart Server and Configuration Server, Message Server, and the IDB and Info Mart databases, and Transparent Database Encryption (TDE) features for secure storage of data in the Info Mart database.
- Miscellaneous — A new column, `SWITCH_DBID`, in the `RESOURCE` dimension table enables downstream reporting applications to reliably identify the switch that is associated with switch resources.

Release 8.1.0

Some of the primary new features added in the initial 8.1.0 release are:

- Support for Numeric User Data — Genesys Info Mart supports numeric data types, in addition to character data types, for KVP values in user-data fact tables.
- Support for Identifying Who Released a Call — For those T-Servers that support this feature, Genesys Info Mart provides an indication of whether a particular handling resource (for example, an agent or a self-service IVR) initiated the release of a call.
- Reporting Enhancements for Workbins — Genesys Info Mart supports reporting on the placement of an interaction into an Interaction Workbin as a hold.
- Configuration Check Enhancements — As a part of the configuration check, Genesys Info Mart verifies the following additional items:
 - Whether the options that control ETL frequency and the chunk size of extracted data are internally consistent, to ensure ETL is set up to keep pace with ICON data.
 - Whether Genesys Info Mart is set up to extract Voice, Multimedia, and Outbound Contact details from separate Interaction Concentrator instances.

Additional Outbound Contact Metrics — New fields in the `CONTACT_ATTEMPT_FACT` table report additional metrics for Dialing, Call Progress Detection (CPD), and Transfers.

- Error Handling — Modifications to the error-policy configuration options and to the Info Mart database schema enhance the flexibility of Genesys Info Mart behavior when the transformation job encounters data inconsistencies.
- Increased Precision of Voice Agent States Reporting — Better precision is used for data calculations in scenarios with very short agent states. Internal calculations of summarized agent states and state reasons are made in milliseconds for the `SM_RES_SESSION_FACT`, `SM_RES_STATE_FACT`, and `SM_RES_STATE_REASON_FACT` tables. This improvement results in better reporting accuracy for the states and state reasons that occur within the same second for agents handling voice interactions.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

genesys_info_mart

Contains the installation files for the software.

admin_console

Contains the installation files for the Genesys Info Mart Administration Console software.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

[Return to Top](#)

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a Genesys Info Mart 8.1.3 customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to

complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

[Return to Top](#)

Legal Notices

Copyright

This CD and all its contents © Copyright 2013, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your Genesys Customer Care representative if you have any questions.

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the Dom4J Project (www.dom4j.org).

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

[Return to Top](#)

