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Genesys Info Mart Deployment Guide

Sample ICON Attached Data Specification

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Sample ICON Attached Data Specification

As described in the *Interaction Concentrator Deployment Guide* (see [Configuring for Attached Data](#)), ICON requires you to specify the attached-data keys that you want ICON to store. (*Attached-data keys* refers to the keys that are sent in TEvent or Interaction Server reporting event attributes.) Genesys Info Mart provides a sample attached-data specification file, **ccon_adata_spec_GIM_example.xml**, which has been modified to meet typical requirements for Genesys Info Mart.

This page provides an example of the **ccon_adata_spec_GIM_example.xml** file, which is included in the **sql_scripts** folder in your Genesys Info Mart installation package (IP). This file is also available in the **sql_scripts** folder on the Genesys Info Mart product CD. The **ccon_adata_spec_GIM_example.xml** file was updated in Genesys Info Mart 8.5.011 to include the KVPs that enable chat session reporting and further updated in Genesys Info Mart 8.5.011.14 to include the KVPs for asynchronous (async) chat and in Genesys Info Mart 8.5.014.09 to include the KVPs for chat thread reporting in cloud deployments with Advanced Chat.

For the convenience of GCXI customers who might want to include social media metrics — for example, Sentiment, Actionability, and Influence — the script includes commented-out lines for specifying the key names that GCXI requires.

You can use the User Data Assistant, which is briefly described in [Enabling Reporting on User Data](#), to help you customize the attached-data specification file.

Important

Genesys Info Mart requires that you specify a value of all for the **history** attribute. A value of all means that ICON will record every change in value for the specified key. Be aware that your reporting results might be affected if you specify a different value for the **history** attribute.

```
<?xml version="1.0" encoding="utf-8" ?>
<!--
```

Use this xml file instead of the default adata_spec that ICON provides to identify the Attached User Data to store in IDB. Genesys Info Mart has modified the default ICON adata_spec to include all the KVPs used by Genesys Info Mart 8.x for out-of-box reporting, as well as placeholders for additional custom KVPs you want to include.

The only sections that Genesys Info Mart uses are "public" and "secure". A "key name" can be specified only once, in either the "public" section or the "secure" section; if the "key name" is duplicated, ICON will ignore the second and subsequent entries.

For all the noncustom KVPs, Genesys Info Mart has predefined the mappings to fact tables (for high-cardinality data) and dimensions (for low-cardinality data) in the Info Mart database. As described in the Genesys Info Mart Deployment Guide, you must provide the mappings for any custom KVPs you add, and modify the Info Mart database schema accordingly.

```
-->
<adata_spec>
  <public>
    <!--
      Predefined keys mapped to the CUSTOMER_SEGMENT, SERVICE_TYPE, SERVICE_SUBTYPE,
      and BUSINESS_RESULT columns, respectively, in the INTERACTION_DESCRIPTOR table.
    -->
    <key name="CustomerSegment"      source="userdata" history="all"/>
    <key name="ServiceType"          source="userdata" history="all"/>
    <key name="ServiceSubType"       source="userdata" history="all"/>
    <key name="Business Result"      source="userdata" history="all"/>
    <!--
      Predefined keys mapped to the CASE_ID, CUSTOMER_ID, SERVICE_OBJECTIVE,
      REVENUE, and SATISFACTION columns, respectively, in the IRF_USER_DATA_GEN_1 table.
    -->
    <key name="CaseID"               source="userdata" history="all"/>
    <key name="CustomerID"           source="userdata" history="all"/>
    <key name="ServiceObjective"     source="userdata" history="all"/>
    <key name="Revenue"              source="userdata" history="all"/>
    <key name="Satisfaction"         source="userdata" history="all"/>
    <!--
      Predefined IApplication key, which is used internally by Genesys Info Mart to
      create resources of the IVR Application type.
    -->
    <key name="IApplication"         source="userdata" history="all"/>
    <!--
      Predefined IPurpose key, which is used internally by Genesys Info Mart to process
      self-service IVRs.
    -->
    <key name="IPurpose"               source="userdata" history="all"/>
    <!--
      Predefined GSW_CALL_ATTEMPT_GUID and GSW_CALL_TYPE keys, which are used
internally
      by Genesys Info Mart to process OCS data.
    -->
    <key name="GSW_CALL_ATTEMPT_GUID" source="userdata" history="all"/>
    <key name="GSW_CALL_TYPE"        source="userdata" history="all"/>

    <!-- Predefined GMS keys
    -->
    <key name="_CB_SERVICE_ID"        source="userdata" history="all"/>
    <key name="_CB_T_SERVICE_START"   source="userdata" history="all"/>
    <key name="_CB_T_CALLBACK_ACCEPTED" source="userdata" history="all"/>
    <key name="_CB_T_CUSTOMER_CONNECTED" source="userdata" history="all"/>

    <!-- For internal use only
    -->
    <key name="GSYS_IVR"             source="userdata" history="all"/>

    <!--
      Predefined keys for CHAT_SESSION_FACT and CHAT_SESSION_DIM
    -->
    <key name="CALLID"               source="userdata" history="all"/>
    <key name="ADDED_TS"              source="userdata" history="all"/>
    <key name="ChatServerSessionClosedAt" source="userdata" history="all"/>
    <key name="thread_Id"             source="userdata" history="all"/>
    <key name="csg_SessionTotalTime"  source="userdata" history="all"/>
    <key name="csg_MessagesFromAgentsCount" source="userdata" history="all"/>
    <key name="csg_MessagesFromAgentsSize" source="userdata" history="all"/>
    <key name="csg_MessagesFromCustomersCount" source="userdata" history="all"/>
    <key name="csg_MessagesFromCustomersSize" source="userdata" history="all"/>
```

```

<key name="cse_AgentReplyTotalCount" source="userdata" history="all"/>
<key name="cse_AgentReplyMaxTime" source="userdata" history="all"/>
<key name="cse_AgentReplyTotalTime" source="userdata" history="all"/>
<key name="cse_AgentWaitTotalCount" source="userdata" history="all"/>
<key name="cse_AgentWaitMaxTime" source="userdata" history="all"/>
<key name="cse_AgentWaitTotalTime" source="userdata" history="all"/>
<key name="cse_CustomerReplyTotalCount" source="userdata" history="all"/>
<key name="cse_CustomerReplyMaxTime" source="userdata" history="all"/>
<key name="cse_CustomerReplyTotalTime" source="userdata" history="all"/>
<key name="cse_CustomerWaitTotalCount" source="userdata" history="all"/>
<key name="cse_CustomerWaitMaxTime" source="userdata" history="all"/>
<key name="cse_CustomerWaitTotalTime" source="userdata" history="all"/>
<key name="csg_SessionUntilFirstAgentTime" source="userdata" history="all"/>
<key name="csg_SessionUntilFirstReplyTime" source="userdata" history="all"/>
<key name="csg_PartiesAsAgentCount" source="userdata" history="all"/>
<key name="csg_MessagesFromBotsCount" source="userdata" history="all"/>
<key name="csg_MessagesFromBotsSize" source="userdata" history="all"/>
<key name="csg_SessionUntilFirstBotTime" source="userdata" history="all"/>
<key name="csg_PartiesAsBotCount" source="userdata" history="all"/>
<key name="cse_AsyncDormantTotalCount" source="userdata" history="all"/>
<key name="cse_AsyncDormantTotalTime" source="userdata" history="all"/>
<key name="cse_AsyncIdleTotalCount" source="userdata" history="all"/>
<key name="cse_AsyncIdleTotalTime" source="userdata" history="all"/>
<key name="cse_ActiveIdleTotalCount" source="userdata" history="all"/>
<key name="cse_ActiveIdleTotalTime" source="userdata" history="all"/>
<key name="cse_SessionHandleTotalCount" source="userdata" history="all"/>
<key name="cse_SessionHandleTotalTime" source="userdata" history="all"/>
<key name="cse_ChatThreadStartedAt" source="userdata" history="all"/>
<key name="thrd_SessionsCount" source="userdata" history="all"/>
<key name="thrd_HandleTime" source="userdata" history="all"/>
<key name="thrd_PartiesAsAgentCount" source="userdata" history="all"/>
<key name="thrd_EngagementsCount" source="userdata" history="all"/>
<key name="thrd_AgentReplyTotalTime" source="userdata" history="all"/>
<key name="thrd_MessagesFromAgentsCount" source="userdata" history="all"/>
<key name="thrd_MessagesFromAgentsSize" source="userdata" history="all"/>
<key name="thrd_MessagesFromCustomersCount" source="userdata" history="all"/>
<key name="thrd_MessagesFromCustomersSize" source="userdata" history="all"/>
<key name="ChatServerSessionStartedAt" source="userdata" history="all"/>
<key name="csg_TenantId" source="userdata" history="all"/>
<key name="csg_ChatAsyncMode" source="userdata" history="all"/>
<key name="csg_SessionEndedBy" source="userdata" history="all"/>
<key name="csg_SessionEndedReason" source="userdata" history="all"/>
<key name="csg_LanguageName" source="userdata" history="all"/>
<key name="csg_MediaOrigin" source="userdata" history="all"/>
<key name="csg_MediaType" source="userdata" history="all"/>

<!--
  Custom keys for high-cardinality user data (facts).
  For example, for the IRF_USER_DATA_CUST_1 table.
-->
<key name="CustomData1" source="userdata" history="all"/>
<key name="CustomData2" source="userdata" history="all"/>
<key name="CustomData3" source="userdata" history="all"/>
<key name="CustomData4" source="userdata" history="all"/>
<key name="CustomData5" source="userdata" history="all"/>
<key name="CustomData6" source="userdata" history="all"/>
<key name="CustomData7" source="userdata" history="all"/>
<key name="CustomData8" source="userdata" history="all"/>
<key name="CustomData9" source="userdata" history="all"/>
<key name="CustomData10" source="userdata" history="all"/>
<key name="CustomData11" source="userdata" history="all"/>
<key name="CustomData12" source="userdata" history="all"/>
<key name="CustomData13" source="userdata" history="all"/>

```

```
<key name="CustomData14"          source="userdata" history="all"/>
<key name="CustomData15"          source="userdata" history="all"/>
<key name="CustomData16"          source="userdata" history="all"/>
```

```
<!--
  Custom keys for low-cardinality user data (dimensions).
  For example, for the USER_DATA_CUST_DIM_1 table.
-->
```

```
<key name="CustomAttribute1"      source="userdata" history="all"/>
<key name="CustomAttribute2"      source="userdata" history="all"/>
<key name="CustomAttribute3"      source="userdata" history="all"/>
<key name="CustomAttribute4"      source="userdata" history="all"/>
<key name="CustomAttribute5"      source="userdata" history="all"/>
```

```
<!--
  The keys that are commented out in this section are required
  for support of eServices/Social Media metrics and dimensions.
```

Include (uncomment) these keys if you require reporting on eServices/Social Media.

```
<key name="Classify_Actionability_CtgRelevancy"      source="userdata"
history="all"/>
<key name="Classify_Sentiment_CtgRelevancy" source="userdata" history="all"/>
<key name="KloutScore" source="userdata" history="all"/>
<key name="CtgName" source="userdata" history="all"/>
<key name="Screen_Sentiment_CtgName" source="userdata" history="all"/>
<key name="Screen_Actionability_CtgName" source="userdata" history="all"/>
<key name="Classify_Actionability_CtgName" source="userdata" history="all"/>
<key name="Classify_Sentiment_CtgName" source="userdata" history="all"/>
<key name="desktop_influence" source="userdata" history="all"/>
-->
```

```
</public>
<secure>
</secure>
<call>
</call>
<call-cust>
</call-cust>
<call-cust1>
</call-cust1>
<call-cust2>
</call-cust2>
```

```
<!--
  The following are only required by ICON to record multi media userdata in the
  ICON db,
  and are included here for completeness only. If multi media is not required,
  these may
  be removed. For detail please refer to the ICON documentation.
```

```
-->
<mcr-l>
  <key name = "ContactId"          source="userdata" history = "last" field="mcr-
ucs-contact-id"/>
  <key name = "SuggestedResponseID" source="userdata" history = "last" field="mcr-
suggested-response"/>
  <key name = "AutoResponseID"     source="userdata" history = "last" field="mcr-
auto-response"/>
  <key name = "AutoACKID"          source="userdata" history = "last" field="mcr-
auto-ack"/>
</mcr-l>
```

```
<mcr-f>
  <key name = "FromAddress"          source="userdata" history ="first" field="mcr-
from-address"/>
  <key name = "FromPersonal"         source="userdata" history ="first" field="mcr-
from-name"/>
  <key name = "IsCalledBack"         source="userdata" history ="first" field="mcr-
called-back"/>
  <key name = "Subject"              source="userdata" history ="first" field="mcr-
subject"/>
  <key name = "Origination_Source"   source="userdata" history ="first" field="mcr-
origin-source"/>
</mcr-f>

</adata_spec>
```