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Genesys Info Mart Deployment Guide

Configuring Field Objects

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Configuring Field Objects

This page provides instructions for configuring Field objects for Genesys Info Mart reporting.

To enable Genesys Info Mart to report on Outbound Contact activity, you must:

1. Configure Field objects so that Outbound Contact Server (OCS) will send the required data and ICON will store it. For more information, see [Configuring the storage of OCS record field data](#).
2. Map Field objects to columns in the Info Mart database. For more information, see [Configuring the mapping of OCS record fields](#).

For more information about Outbound Contact data in Genesys Info Mart, see [Outbound Contact Data](#).

Procedure: Configuring the storage of OCS record field data

Purpose: To enable the Field object settings that are required for ICON to store mandatory and nonmandatory field data in IDB.

Prerequisites

- You are logged in to the interface you use to configure your Genesys applications.
- You have the required access privileges to modify properties for Field objects in the Genesys Configuration Layer.
- You have opened the **Annex** for the Field object that requires configuration.

Steps

1. Review the configuration options in the [Field Object-Annex-\[default\] Section](#) table that you should configure on the **Annex** of the Record Field object. In the table, click an option name to see a short description of the option.
2. Add the **icon_attribute** option to the **[default]** section on the **Annex** of the Field object:
 - For each mandatory field that is listed in the [Mandatory Record Field Data](#) table
 - For each nonmandatory (custom) field that you want Genesys Info Mart to store in its database

For more information about mandatory and nonmandatory fields in Genesys Info Mart, see [Outbound Contact Data](#).

3. If you want to use a field to indicate that the answered call was with the proper contact, add the

right_person option to the **[default]** section on the **Annex** of that Field object.

4. If you want to use a field to indicate that the answered call was a successful transaction, add the **conversion** option to the **[default]** section on the **Annex** of that Field object.

Tip

You do not have to configure the **send_attribute** option for any fields. See [send_attribute](#) for a description of the option.

Field Object—Annex—[default] Section

Option Name	Recommended Value
icon_attribute	• For nonsensitive data, set this option to 1 to store the data in the IDB GO_CUSTOM_FIELDS and GO_FIELDHIST tables. • For sensitive data, set this option to 2 to store the data in the IDB GO_SECURE_FIELDS and GO_SEC_FIELDHIST tables. For more information, see Configuring for Outbound Contact Data in the <i>Interaction Concentrator Deployment Guide</i>.
right_person	(Optional) Specify a value that indicates that the right person was contacted — for example: TRUE, YES, or 1. Do not specify this option for more than one field within a calling list. For more information, see Right Person Contacted Record Field.
conversion	(Optional) Specify a value that indicates that a transaction was successful. Do not specify this option for more than one field within a calling list. For more information, see Conversion Record Field.

Next Steps

- [Configuring the mapping of OCS record fields](#)

Procedure: Configuring the mapping of OCS record fields

Purpose: To enable the Field object settings that are required for mapping to the Genesys Info Mart database.

To determine what fields you need to map, see the [Mapping OCS Record Fields Worksheet](#). Configure the mapping only for those nonmandatory Field objects that you want to store in the Info Mart database. Follow this procedure to configure the **Annex** of the corresponding Field object, to indicate the Info Mart table name and column name to which it will be mapped.

Prerequisites

- You are logged in to the interface you use to configure your Genesys applications.
- You have opened the **Annex** for the Field object that requires configuration.
- [Configuring the storage of OCS record field data](#) is complete.
- Mapping requirements must be finalized, as per the [Mapping OCS Record Fields Worksheet](#).

Steps

1. For each nonmandatory (custom) field that you want Genesys Info Mart to store in its database, add a section named **gim-etl-mapping** on the **Annex** of the Field object.
 1. In the **[gim-etl-mapping]** section, add an option named table-name, and set its value to the name of the Info Mart table in which you want the ETL to store this field.
 2. In the **[gim-etl-mapping]** section, add an option named column-name, and set its value to the name of the column in the Info Mart table in which you want the ETL to store this field.

Important

When you configure options in the **[gim-etl-mapping]** section, do not map more than one field to the same Info Mart table and column, and do not configure options for extra Info Mart table columns that will not store Field object data.

2. In addition, Genesys Info Mart supports the designation of nonmandatory fields to indicate right party contacted and conversion:
 - For a field to indicate that the correct party was contacted, add the **right_person** option to the **[default]** section on the **Annex** of the Field object, and set its value to the field value that you want to indicate that the right party has been contacted (for example, TRUE).
 - For a field to indicate conversion, add the **conversion** option to the **[default]** section on the **Annex** of the Field object, and set its value to the field value that you want to indicate that a

conversion has taken place (for example, TRUE).

Next Steps

- If you have not already done so, configure or complete preparation of Interaction Concentrator and Genesys Info Mart. For more information, see [Preparing Interaction Concentrator](#) and [Configuring the Genesys Info Mart Application](#).
- [Preparing the Genesys Info Mart Server Host](#)