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Genesys Info Mart Deployment Guide

Enabling Reporting on Outbound Contact Activity

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Enabling Reporting on Outbound Contact Activity

The following deployment summary assumes that you will also configure Genesys Info Mart to report on voice activity, as described in [Enabling Reporting on Voice Activity](#).

1. Prepare the ICON application to store Outbound Contact details.

When you configure the ICON application, ensure that:

- At a minimum, you set the following option values:
 - **role** includes the value `gos`.
 - **use-dss-monitor** = 1 (or `true`)
 - **partition-type** = 2
 - **gos-write-duplicate-metrics** = 1
- You configure ADDP connections to all of the Outbound Contact Servers (or HA pairs of OCS instances) in the deployment that ICON might be required to monitor.

For more information about how to configure the ICON application for Genesys Info Mart, see [Configuring ICON](#).

For more information about all of the ICON configuration options that affect ICON processing and data storage, see the [Interaction Concentrator Deployment Guide](#) for your release.

2. Prepare the IDB instance(s) from which Genesys Info Mart will obtain Outbound Contact details.

(Optional) After you have run the ICON-provided scripts to create the IDB(s), execute one of the following SQL scripts, which Genesys Info Mart provides:

- **update_idb_for_gim.sql**
- **update_idb_for_gim_mm.sql**

For more information, see [Preparing IDBs to work with Genesys Info Mart](#).

3. Enable ICON to access the Outbound Contact details IDB(s).

When you create and configure the DAP application that enables the Outbound Contact details ICON to access IDB, ensure that you add the DAP to the **Connections** tab of the ICON Application object.

4. Configure Outbound Contact-related objects so that OCS will send the required data and ICON will store it.

- On the **Annex** of each Field configuration object that describes a single field within a record, in the **[default]** section, configure the **icon_attribute** option, to control ICON storage of the data.

For more information, see [Procedure: Configuring the storage of OCS record field data](#).

- Verify that all of the Outbound Contact Servers that ICON is required to monitor for Outbound Contact details are enabled.

5. Map Outbound Contact-related objects to columns in the Genesys Info Mart database.

For every nonmandatory field:

- In the **[gim-etl-mapping]** section, configure the **table-name** and **column-name** options.
- In the **[default]** section, configure the **right_person** and **conversion** options, if applicable.

For more information, see [Procedure: Configuring the mapping of OCS record fields](#).

6. **Configure and install the Genesys Info Mart application.**

When you configure the Genesys Info Mart application, ensure that:

- The values of Genesys Info Mart configuration options are suitable for your deployment. For summaries of the available Genesys Info Mart options, see [Data-Processing Options for Genesys Info Mart](#), [Operations-Related Options for Genesys Info Mart](#), and [Genesys Info Mart Aggregation-Related Options for GCXI and RAA](#).
- You configure a connection to the ICON application (or HA set) that store Outbound Contact details.

For more information about how to configure the Genesys Info Mart application, see [Configuring the Genesys Info Mart Application](#).

7. **Enable Genesys Info Mart to access the Outbound Contact details IDB(s).**

- When you configure the DAP application that enables Genesys Info Mart to access an Outbound Contact details IDB, ensure that the **role** option includes the value `ICON_OCS`. For more information, see [Preparing Extraction DAPs](#).
- On the **Connections** tab of the Genesys Info Mart Application object, add a connection to this DAP.

8. **Enable supplementary reporting on non-dialed records on campaigns managed through CX Contact.**

Starting with release 8.5.012, Genesys Info Mart supports reporting on contact list records that are suppressed when campaigns managed by CX Contact release 9.0.000.09 or higher are activated. To enable this functionality:

- See [Integrating CX Contact with Genesys Historical Reporting](#) in the *CX Contact Deployment Guide* for deployment instructions on the CX Contact side.
- On the Genesys Info Mart application object, create a new configuration section, **elasticsearch-Idr0**, and specify the client option.