GENESYS™

Genesys Info Mart User's Guide

New in Release 8.5.0

12/19/2025

New in Release 8.5.0

This page highlights new or changed functionality introduced in Genesys Info Mart 8.5.0 releases, for features that are relevant to the topics discussed in the *User's Guide.* For more information about these and other new features, see the New in Release 8.5.0 page in the *Deployment Guide.*

> ## Important
>
> Starting with release 8.5.014.14 on August 30, 2019, Genesys Info Mart is part of 9.0.
> For 8.5 releases of Genesys Info Mart after August 30, 2019, see the Current version
> of this document.

New in Release 8.5.007

- **Gapless mediation reporting improvement** — In eServices deployments, instead of adjusting the durations of Interaction Queue and virtual queue MSFs to eliminate gaps in mediation reporting, Genesys Info Mart now provides additional MSFs to cover the time that a multimedia interaction is in mediation but is not in an Interaction Queue for which there is an MSF. A new configuration option, show-non-queue-mediation-mm, which replaces expand-mediation-time-for-gapless, controls whether non-queue MSFs will be created.

  The Interaction Queue MSFs, together with the non-queue MSFs, always provide complete coverage of the mediation time up to first handling, since Genesys Info Mart always creates an MSF for the first Interaction Queue that an inbound interaction enters. However, there might still be gaps in mediation following first handling if the first Interaction Queue that the interaction enters during subsequent mediation is not represented in Genesys Info Mart (because of the setting of populate-mm-ixnqueue-facts).

  For more information, see the discussion about `MEDIATION_DURATION` on the Populating Mediation Segments page.

New in Release 8.5.006

There are no updates relevant to the purpose of this document.

New in Release 8.5.005

- **Genesys Callback reporting** — Genesys Info Mart supports reporting on Genesys Callback activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Changes to support Callback reporting include:
  - A CALLBACK_FACT table and CALLBACK_* dimension tables, which were initially introduced in an earlier Genesys Info Mart release

- New technical results, `Deferred/CallbackAccepted` and `Incomplete/Unspecified`

- A new interaction subtype, `OutboundCallback`

For more information, see Special handling for Genesys Callback in the information about Populating Interaction Resource Data. See also the descriptions of the `Deferred` and `Incomplete` technical results on the Technical Descriptors page, and the new `Deferred/CallbackAccepted` and `Incomplete/Unspecified` technical descriptor combinations.

New in Release 8.5.004

- **ASM engage duration reporting** — With Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode in VoIP environments, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from agent talk time, provided that the new populate-irf-asm-engage-duration configuration option is set to `true` (default is `false`). For more information, see the new subsection, ASM engage metrics, in the discussion about population of metrics in the IRF.

- **Reporting on multiple routing attempts** — In deployments with the SIP Server configuration option **divert-on-ringing** set to `false` (in other words, a call that is routed to an agent is not actually diverted from the routing point until the agent answers the call), Genesys Info Mart now associates multiple routing attempts with the same mediation in scenarios when multiple attempts are made to route a call from a virtual queue. Genesys Info Mart now:

  - Uses the same `MEDIATION_SEGMENT_ID` value in the IRF records for all the routing attempts.

  - Reports the technical result of `Redirected/RouteOnNoAnswer` for all but the last routing attempt.

  - Includes mediation and routing point durations in the IRFs for all the routing attempts.

For information about minimum SIP Server and ICON releases, as well as ICON configuration, required to support this feature, see the equivalent "New in This Release" entry in the *Genesys Info Mart 8.5.0 Deployment Guide*.

New in Release 8.5.003

- **Tenant metrics enhancements** — As part of the enhancements that allow Tenant metrics to include active multimedia interactions that have not yet been handled, Genesys Info Mart now always creates a `MEDIATION_SEGMENT_FACT` (MSF) record for the first Interaction Queue that an inbound interaction enters. If the populate-mm-ixnqueue-facts configuration option is set to `false` (the default value) in your deployment, you might need to modify custom reports to exclude the first Interaction Queue activity.

- **Multimedia processing improvements**

  - In eServices deployments, Genesys Info Mart now correctly processes scenarios that include a late reply to an e-mail interaction. When a multimedia interaction that represents the reply is created after the parent interaction has already been terminated, the transformation job now processes the child interaction as a separate interaction.

  - New technical descriptor combinations support additional scenarios for multimedia online interactions that are placed into archive queues.

[+] Show related updates in this document

- Information about the reporting implications of a late outbound reply has been added to the How are IFs populated? section on the Populating Interaction Data page.

- A new interaction-flow diagram, Agent Sends Outbound E-Mail, illustrates the reporting results when an outbound e-mail interaction is created after the parent interaction has been terminated. The diagram also illustrates the baseline case of any unsolicited outbound e-mail originating with an agent, which is an interaction scenario that Genesys Info Mart always supported.

- In the table of Technical Descriptor Combinations, entries have been added for new `Completed/ Archived` and `Completed/Canceled` technical descriptors.

- **Reporting on hunt group call distribution** — Genesys Info Mart now supports reporting on Genesys SIP Server calls that are distributed through hunt groups with parallel or sequential distribution strategy. For accurate data representation, Interaction Concentrator release 8.1.504.04 or later is required.
  [+] Show related updates in this document

  - A new subsection, Hunt groups on the Populating Mediation Segments page, describes the different reporting results for parallel and sequential hunt groups.

  - Notes have been added to the diagram conventions and to various diagrams that illustrate call-flows with ACD queues, indicating what does and does not apply to hunt groups.

New in Release 8.5.002

- **Gapless mediation reporting** — In eServices deployments in which routing activities are performed without the use of virtual queues, a new configuration option, expand-mediation-time-for-gapless, enables you to report on routing activities without gaps in mediation time. For more information, see the description of how `MEDIATION_DURATION` is populated in mediation segment fact (MSF) records.

- **Reporting on media-neutral agent states** — A new fact table, SM_MEDIA_NEUTRAL_STATE_FACT, supports reporting on media-neutral agent states. For more information, see Populating Agent Activity Data.

New in Release 8.5.001

- **Introduced transfer** — A new role reason and technical result reason, `IntroducedTransfer,` identify IRFs for agents involved in an introduced transfer, and IRF metrics for these agents accrue as they do for transfers. An introduced transfer occurs when the initiator of a conference leaves the conference within a time limit specified by the new introduced-transfer-threshold configuration option, while the receiving agent continues on the call.
  [+] Show related updates in this document

  - In the tables describing Resource Roles and Technical Results, `IntroducedTransfer` has been added as a possible role reason or technical result reason associated with the resource role of `ReceivedTransfer` and the technical result of `Transferred`, respectively.

  - In the table of Technical Descriptor Combinations, new entries have been added for the technical descriptors that include the `IntroducedTransfer` role reason or result reason; these parallel the

existing technical descriptors for transfers and conferences.

- New call-flow diagrams illustrate the reporting results for Two-Step Introduced Transfer and Single-Step Introduced Transfer.

- **Chat consultation** — Support for reporting on chat consultations and chat conferences/consultations through a queue affects the technical descriptors that will be reported and the population of various IRF metrics.
  [+] Show related updates in this document

  - New Technical Descriptor Combinations have been added, with the technical results of Redirected/Revoked and Redirected/Rejected now applying to InConference and ReceivedConsult IRFs for multimedia (chat) interactions.

  - New interaction-flow diagrams illustrate the reporting results for Chat Consultation and Chat Conference Through a Queue.

  - An additional comment in the description of the Agent's Attempt to Conference in Another Agent Fails interaction flow clarifies the receiving agent's resource role in this interaction flow.

  - See also the information about changes to population of IRF metrics in the *Physical Data Model* for your RDBMS.

- **Multimedia performance improvements** — Population of thread-related columns in the ANCHOR_FLAGS table is no longer enabled by default. A new configuration option in the [gim-etl-populate] section, populate-thread-facts, controls whether thread-related metrics will be populated. Enabling this functionality might negatively impact Genesys Info Mart performance.
  [+] Show related updates in this document

  - Descriptions of interaction thread functionality and thread metrics on the Populating Interaction Data and Populating Interaction Resource Data pages note that the information applies only if Genesys Info Mart has been configured to populate thread metrics.

- **Support for Designer applications** — Starting with release 8.1.402.07, reporting on call flows that use Designer-based applications has been enhanced. This enhancement is part of the changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) For more information about the reporting changes, see Special handling for Designer applications.