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Genesys Info Mart Deployment Guide

Configuring DN Objects

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Configuring DN Objects

This page provides instructions for configuring the DN objects for ICON and Genesys Info Mart reporting.

Settings on DN objects affect:

- How ICON gathers and reports data on IVR and virtual-queue usage for voice or multimedia interactions.
- Genesys Info Mart reporting of queue metrics for voice or multimedia interactions. Options on Virtual Queue or ACD Queue DNs enable you to override equivalent switch-level, tenant-level (for multimedia interactions), or application-level option settings at the queue level, as appropriate.
- Whether Genesys Info Mart stores user data for interactions that are in mediation.

Important

GCXI/RAA customers please note: RAA thresholds are controlled by aggregation-specific **[agg-gim-thld-*]** options, which are described under [How Do I Configure Genesys Info Mart for Aggregation?](#) in the *Reporting and Analytics Aggregates Deployment Guide*.

The following procedure and the tables under [Important DN Options](#) describe the required configuration settings.

Tip

For Genesys Info Mart-related options that you configure in a DN object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

Procedure: Configuring a DN for ICON and Genesys Info Mart reporting

Prerequisites

- You are logged in to the interface you use to configure your Genesys applications.

- If you are deploying Genesys Info Mart to report on both ICON Voice details and ICON Multimedia details, make sure that any DN objects for virtual queues for voice calls are configured under the Switch object that is configured for your traditional telephony switch, and any DN objects for virtual queues for multimedia interactions are configured under the Switch object that is configured for your multimedia switch. Otherwise, if you configure virtual queues for voice calls under the multimedia switch, Genesys Info Mart will extract all the virtual-queue data as multimedia data, and Genesys Info Mart voice processing will ignore it. Similarly, if you configure virtual queues for multimedia interactions under the telephony switch, Genesys Info Mart will not process multimedia virtual-queue data.

Steps

1. Configure ICON-related options:

1. Open the **Annex** of the DN object that handles voice or multimedia interactions.
2. Create a new section that is named **gts**, if it does not exist already on the **Annex**.
3. Open the **[gts]** section.
4. Configure the required ICON-related options:
 - For Voice details, configure all required options that are described in the table, **ICON-related DN options—[gts] section**.
 - For Multimedia details, if your deployment includes virtual queues, configure only the **monitor** option.

For more information, see the chapter about **DN Options** in the *Interaction Concentrator Deployment Guide*.

2. If you want to use DN-specific settings for queue metrics or you want mediation segment fact (MSF) records to store associated user data, configure Genesys Info Mart-related options. To do so, display the properties for the DN object of type Virtual Queue or ACD Queue in the configuration interface. Then:

- To configure DN-specific thresholds for voice interactions:
 1. Add a new section, named **gim-etl**, on the **Annex**.
 2. Open the new section, and add the q-answer-threshold-voice and/or, starting with release 8.5.003, the q-short-abandoned-threshold-voice options, with the desired values.

The thresholds set in a specific DN object of the Virtual Queue or ACD Queue type will override a value set in the Genesys Info Mart Application object or the Switch object.

- To configure media-specific thresholds for multimedia interactions:
 1. For each media type for which you want to configure a custom threshold, add a new section, named **gim-etl-media-<media type>**, on the **Annex** of a Virtual Queue DN for multimedia interactions.

The **<media type>** that you specify in the section name must match the name of the Media Type Business Attribute exactly, including case (for example, **gim-etl-media-email**).

2. Open the new section and add the `q-answer-threshold` and/or, starting with release 8.5.003, the `q-short-abandoned-threshold` options for the specific media type (for example, email), with the desired values.

The thresholds set in a specific DN object of the Virtual Queue type will override a value set in the Genesys Info Mart Application, in the Switch, or in the tenant-specific Media Type Business Attribute object.

- For every Virtual Queue or ACD Queue DN for which you want mediation segment facts (MSFs) to store associated user data:
 1. Create or open the **[gim-etl]** section on the **Annex**.
 2. Add the `link-msf-userdata` option, and set the value to `true`. (The default value is `false`.)

Starting with release 8.5.003, you can configure Genesys Info Mart at the application level so that MSFs for all queues for voice or multimedia interactions store associated user data. Setting the DN-level **`link-msf-userdata`** option overrides the setting of the application-level options (`link-msf-userdata-voice` or `link-msf-userdata-mm`) for that DN.

Next Steps

- (Optional) For Multimedia details, see [Setting Script object options for Genesys Info Mart reporting](#).
- For Outbound Contact details, see [Configuring Field Objects](#).
- If you have not already done so, configure or complete the preparation of Interaction Concentrator and Genesys Info Mart. For more information, see [Preparing Interaction Concentrator](#) and [Configuring the Genesys Info Mart Application](#).

Important DN Options

The following tables describe required or recommended settings for options that you set on the DN object.

For information about Genesys Info Mart Application configuration options, see [Configuring the Genesys Info Mart Application](#).

For more information about all of the ICON configuration options, see [Configuration Options](#) in the *Interaction Concentrator Deployment Guide*.

Tip

In the following tables, click an option name to see a short description of that option.

ICON-related DN options—[gts] section

Area of Functionality	Option Name	Recommended Value
Scenario recognition	ivr	0 (default)
Network Routing Solution	emulate-event-queued	<ul style="list-style-type: none"> 0—EventQueued is not emulated. 1—EventQueued is emulated. <p>Note: Network Routing Solution uses Service Number DNs. There is no EventQueued-related option at the switch level for Service Numbers. If the Network T-Server does not generate EventQueued, set this option to 1 on the Service Number DNs.</p>
Virtual queue	monitor	1 (default)

Genesys Info Mart-related DN options, by area of functionality

Area of Functionality	Section	Option Name	Recommended Value
Queue activity data for voice (ACD queue or Virtual Queue)	[gim-etl]	q-answer-threshold-voice	No recommended value, but the setting affects reporting results.
		q-short-abandoned-threshold-voice (starting with release 8.5.003)	The value that is set for these options on the DN object overrides a value that is set at the application level. In addition, the value that is set on the DN object for the q-answer-threshold-voice and, starting with release 8.5.003, q-short-abandoned-threshold-voice options overrides a value set for those options at the switch level.
		link-msf-userdata	
Queue activity data for multimedia (Virtual Queue)	[gim-etl-media-<media type>] where <media type> exactly matches the name of the applicable Media Type Business Attribute (for example, email)	q-answer-threshold	No recommended value, but the setting affects reporting results.
		q-short-abandoned-threshold (starting with release 8.5.003)	<p>Each [gim-etl-media-<media type>] section contains options that apply for the specific media type only.</p> <p>The value that is set for these options on the DN object (for a Virtual Queue) overrides a value that is set at the application, tenant, or switch levels.</p>