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Genesys Info Mart User's Guide

Terminology

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Terminology

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This page describes the usage of terms that have specific meanings in the Genesys Info Mart documentation.

Database, Database Schema, and Database Instance

The word *database* has different meanings in the Genesys Info Mart documentation, depending on the context. It may refer to Genesys components, such as “Interaction Database” or “Info Mart database.” It may also be used in reference to general RDBMS concepts and procedures, such as “database export” or “database replication.”

Where it is significant to refer to a particular organization of tables, views, indexes, and other database objects, the term *database schema* is used. Where it is significant to refer to the RDBMS that manages database files, the term *database instance* is used. This terminology might not necessarily match the terminology that is used by leading RDBMS vendors.

Database Area

The Info Mart database consists of only one schema, which comprises several groupings of tables (GIDB tables, Merge tables, and so on). In this document, the groupings of tables might be referred to as a *database area* — for example, the Merge area.

Data Domains

The scope of Genesys Info Mart activity, in terms of the type of details that it processes, is defined by the configured role of the DAP(s) through which Genesys Info Mart accesses IDB. The data domains correspond to the type of details that each IDB stores — Configuration details, Voice details, Multimedia details, or Outbound Contact details. Genesys Info Mart processes each data domain separately.

Data Source

The immediate source of data for Genesys Info Mart is IDB, which is populated by ICON. The source of data for ICON is Configuration Server, T-Server, Interaction Server, or Outbound Contact Server (OCS), depending on the configured role of the ICON application. In this guide, the term *data source* refers to the upstream data provider — the source of data for ICON.

Available Data Sources

Genesys Info Mart extracts data from all the DAPs in its connections — that is, from all the data sources that populate the IDBs from which Genesys Info Mart is configured to extract data. The ICONs and the extraction DAPs must be enabled in order for Genesys Info Mart to consider them and the

associated data sources and IDBs to be part of the deployment. (Enabled means that the **State Enabled** check box on the **General** tab of the **Application** objects is selected.)

Active Data Sources

While Genesys Info Mart will extract data from all available data sources, Genesys Info Mart will wait for delayed data only from active data sources. In a Genesys Info Mart deployment, active data sources are data sources that are:

- Currently monitored by enabled ICONs that are connected to Genesys Info Mart
- Enabled — the **State Enabled** check box on the **General** tab of the T-Server, Interaction Server, or OCS Application object is selected

Voice and Multimedia Interactions

Genesys Info Mart supports reporting on both voice and multimedia interactions.

Voice Interactions

The term *voice interactions* refers to traditional telephony calls.

Multimedia Interactions

The term *multimedia interactions* refers collectively to all interactions that are processed through Genesys eServices/Multimedia solution, such as:

- eServices/Multimedia interactions. E-mail and chat are two of the Genesys-provided media types that Genesys Info Mart currently supports.
- 3rd Party Media interactions (formerly referred to as Open Media). These are interactions of any custom media channel that is supported on top of Genesys eServices/Multimedia. The **Workitem** media type is an example of 3rd Party Media.

Genesys Info Mart processes data that is related to all multimedia interactions in a similar manner.

Workbin Instance and Personal Workbin

Workbin Instance

A workbin can be used to hold interactions for resources of a given type: Agent, Place, AgentGroup, or PlaceGroup. The Script object of type **Interaction Work Bin** in the Configuration Layer indicates the type of resource.

In the Genesys Info Mart documentation suite, the term *workbin instance* does not simply refer to an Interaction Work Bin object, but also to the resource that is indicated as the owner of the interaction

in the workbin.

For example, if an Interaction Work Bin object that is named **Drafts** has been defined in the Configuration Layer for use by Agent resources, the expression “Agent1’s Drafts workbin” refers to a workbin instance that represents the use of the **Drafts** workbin for interactions that are assigned to Agent1.

Personal Workbin

As a special case for workbins of type Agent or Place, *personal workbin* refers to the situation in which Agent or Place resources place interactions in their own workbin instances. The concept of a personal workbin does not apply to AgentGroup and PlaceGroup workbins. To extend the previous example, Agent1 placing an interaction into the **Drafts** workbin — with Agent1 specified as the owner of this workbin interaction — is an example of a personal workbin.