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Genesys Info Mart Deployment Guide

Configuring Script Objects

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Configuring Script Objects

This page provides instructions for configuring Script objects for Genesys Info Mart reporting. Settings on Script objects affect:

- Genesys Info Mart reporting of queue metrics for multimedia interactions. Options on the Script objects associated with particular Interaction Queues or Interaction Workbins enable you to override equivalent tenant-level or application-level option settings at the queue level, as appropriate.
- Whether Genesys Info Mart populates queue-specific data in mediation segment facts (MSFs).
- 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*.

Tip

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

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

Procedure: Setting Script object options for Genesys Info Mart reporting

Purpose: To provide queue-specific settings for queue thresholds and population of mediation data.

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 Script objects in the Genesys

Configuration Layer.

Steps

1. Display the properties for the Script object that corresponds to the Interaction Queue or Interaction Workbin.
2. Open the **Annex** of the Script object.
3. (Optional) Configure queue-specific thresholds for multimedia interactions.
 - a. For each media type for which you want to configure a custom threshold, add a new section, named **gim-etl-media-<media type>**, if it does not exist already on the **Annex**. 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, email).
 - b. Open the new section and add the `q-answer-threshold` and, starting with release 8.5.003, `q-short-abandoned-threshold` options for the specific media type (for example, email), with the desired values.

The thresholds set in a specific Script object will override the value of the option with the same name that is set in the Genesys Info Mart Application object or in the tenant-specific Media Type Business Attribute object.

4. (Optional) Enable or disable population of queue-specific data in MSFs.
 - a. Add a new section, named **gim-etl-populate**, if it does not exist already on the **Annex**.
 - b. Add one of the following options, depending on whether the Script object corresponds to an Interaction Queue or an Interaction Workbin, and specify the desired value:
 - `populate-mm-ixnqueue-facts` (The default value is `false`.)
 - `populate-mm-workbin-facts` (The default value is `true`.)

The value that is set in the Script object for a particular interaction queue or workbin will override the value of the option with the same name that is set in the Genesys Info Mart Application object.

5. (Optional) Enable or disable the storage of user data in MSFs for the interaction queue or workbin.
 - a. Open the **[gim-etl]** section on the **Annex**.
 - b. Add the `link-msf-userdata` option, and set the desired value. (The default value is `false`.)

The value that is set in the Script object for a particular interaction queue or workbin will override the value of the `link-msf-userdata-mm` option, which, starting with release 8.5.003, can be set in the Genesys Info Mart Application object.

Next Steps

- For Outbound Contact details, see [Configuring Field Objects](#).
- 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](#).