Genesys Info Mart Deployment Guide

Configuring Switch Objects

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Configuring Switch Objects

This page provides instructions for configuring the Switch object for ICON and Genesys Info Mart reporting.

Settings on the Switch object affect how:

- ICON gathers and reports data about voice or multimedia interactions, including interaction, user-data, resource, and agent activity details. For multimedia details, the only ICON-related option that applies relates to virtual queues.

- Genesys Info Mart processes network activity, for all types of ICON details.

- Genesys Info Mart reports do-not-disturb (DND) activity.

- Genesys Info Mart reports queue metrics for voice or multimedia interactions. Options on the switch enable you to override certain application-level—or, for multimedia interactions, tenant-level—option settings for all ACD Queue or Virtual Queue DNs configured on the switch.

The following procedure and the Important Switch Options tables describe the required switch configuration settings for ICON and Genesys Info Mart reporting.

> ## Important
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> **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.*

Procedure: Configuring the switch for ICON and Genesys Info Mart reporting

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 the Switch object in the Genesys Configuration Layer.

Steps

1. Open the **Annex** of the Switch object that handles voice or multimedia interactions.

2. Configure ICON-related options:

   1. Create a new section that is named **gts**, if it does not exist already on the **Annex**.

   2. Open the **[gts]** section.

   3. Configure the required ICON-related options:

      - For Voice details, configure all required options that are described in the ICON-Related Switch Options — [gts] Section table.

      - For Multimedia details, if your deployment includes Virtual Queue DNs, verify that the **support-dn-type-5** option is set to the default value of 1. By default, ICON will monitor and store data for all virtual queues that belong to this switch.

        For more information, see Switch Options in the *Interaction Concentrator Deployment Guide*.

3. If you want to change whether or not Genesys Info Mart factors DND into summarized resource states and reasons, or if you want to use switch-wide settings for queue metrics, configure Genesys Info Mart–related options.

   - To change Genesys Info Mart behavior with respect to DND:

     1. Create a new section that is named **gim-etl**, if it does not exist already on the **Annex**.

     2. Open the **[gim-etl]** section, and add the factor-dnd-into-sm-resource-states option, with the desired value.

   - To configure switch-wide thresholds for queue metrics for ACD queues and virtual queues for voice interactions:

     1. Create a new section that is named **gim-etl**, if it does not exist already on the **Annex**.

     2. Open the **[gim-etl]** 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 the Switch object will override a value set in the Genesys Info Mart Application object. In turn, values set on the Switch can be overridden by values set at the DN level.

   - To configure switch-wide thresholds for queue metrics for virtual queues for multimedia interactions:

     1. For each media type for which you want to configure a switch-wide threshold for virtual queues, add a new section, named **gim-etl-media-<media type>**, on the **Annex** of the Switch object. 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 the Switch object will override a value set in the Genesys Info Mart
> Application object or in the tenant-specific Media Type Business Attribute. In turn,
> values set on the Switch can be overridden by values set at the DN level.
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> For a summary of the Genesys Info Mart–related options, see Genesys Info Mart–Related
> Switch Options, by Area of Functionality.
>
> **Next Steps**
>
> - (Optional) For Multimedia details, Setting Media Type Business Attribute object options for
>   Genesys Info Mart reporting.
> - For Voice or Multimedia details, Configuring a DN for ICON and Genesys Info Mart reporting.
> - For Outbound Contact details, Configuring Field Objects.

Important Switch Options

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

For more information about the 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 Switch Options — [gts] Section, by Area of Functionality

Area of Functionality	Option Name	Recommended Value
Agent state and login session	gls-associations-rule	0
	gls-flag-on-disconnect	0 (default)
	gls-use-ts-id	1 (default)
Agent metrics	gls-acw-first	To ensure that ICON associates ACW with the first voice interaction, do one of the following:

Area of Functionality	Option Name	Recommended Value
		• At the switch level, set this option value to 1. • Retain the default value of -1 at the switch level, and set the **gls-acw-first** option to 1 (or true) at the ICON application level.
	gls-enable-acw-busy	No recommended value, but the setting might affect reporting results: • 0—ICON does not interrupt ACW and NotReady agent states. • 1 (default)—ICON interrupts ACW and NotReady agent states. **Note:** If you set the option value to 0 (false) because you want ICON to report uninterrupted ACW, ICON will also report uninterrupted NotReady states. Other states that might occur during NotReady (for example, Busy) will not be reported in IDB or the Info Mart database. For more information, see Populating Agent Activity in the *Genesys Info Mart User's Guide*.
Virtual queue	support-dn-type-5	1 (default)
Parallel ACD queues	third-party-queue-in-divert	• 0 (default) • 1 (for switches, such as Avaya Communication Manager release 7.6 and later, that enable T-Server to supply AttributeThirdPartyQueue in EventDiverted)

Genesys Info Mart–Related Switch Options, by Area of Functionality

Area of Functionality	Section	Option Name	Recommended Value
Agent metrics	[gim-etl]	factor-dnd-into-sm-resource-states	No recommended value, but the setting affects reporting results.
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)	For more information, see Summary of options configurable at different
Queue activity data for	[gim-etl-media-<media	q-answer-threshold	

Area of Functionality	Section	Option Name	Recommended Value
multimedia (Virtual Queue, Interaction Queue, or Interaction Workbin)	type>] where <media type> exactly matches the name of the applicable Media Type Business Attribute (for example, email)	q-short-abandoned-threshold (starting with release 8.5.003)	levels, as well as the comments in the tables summarizing options relating to Queue activity data for voice (ACD queue or Virtual Queue) and Queue activity data for multimedia (Virtual Queue, Interaction Queue, or Interaction Workbin).