Genesys Info Mart Deployment Guide

Enabling Reporting on Voice Activity

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This page provides a high-level summary of the targeted task flow to enable Genesys Info Mart to support Voice details reporting. For a more general, comprehensive overview of deployment tasks, see Overview: Deploying Genesys Info Mart.

1. **Prepare the ICON application to capture and store Voice details.**
   When you configure the ICON application, ensure that:

   - At a minimum, you set the following option values:

     - The **role** option includes the values gcc,gls,gud.

     - **use-dss-monitor** = 1 (or true)

     - **partition-type** = 2

     - **gls-active-reason-codes** = 1 (or true)

     - **vq-write-mode** = 0

     - Other voice-related options that are described under Data-Processing Options for Genesys Info Mart are set as specified.

   - You configure ADDP connections to all of the T-Servers (or HA pairs of T-Servers) in the deployment that ICON might be required to monitor.

     For more information about how to configure the ICON application for Genesys Info Mart, see Configuring ICON.

     For more information about all of the ICON configuration options that affect ICON processing and data storage, see the *Interaction Concentrator Deployment Guide* for your release.

2. **Prepare the IDB instance(s) from which Genesys Info Mart will obtain Voice details.**
   (Optional) After you have run the ICON-provided scripts to create the IDB(s), execute the **update_idb_for_gim.sql** script, which Genesys Info Mart provides. For more information, see Preparing IDBs to work with Genesys Info Mart.

3. **Enable ICON to access the Voice details IDB(s).**
   When you create and configure the DAP application that enables the Voice details ICON to access IDB, ensure that you add the DAP to the **Connections** tab of the ICON Application object.

4. **Configure and install the Genesys Info Mart application.**
   When you configure the Genesys Info Mart application, ensure that:

   - The values of Genesys Info Mart configuration options are suitable for your deployment. For summaries of the available Genesys Info Mart options, see Data-Processing Options for Genesys Info Mart, Operations-Related Options for Genesys Info Mart, and Genesys Info Mart Aggregation-Related Options for GCXI and RAA.

   - You configure a connection to all of the ICON applications (or HA sets) that store Voice details.

     For more information about how to configure the Genesys Info Mart application, see Configuring the Genesys Info Mart Application.

5. **Prepare other objects as required to enable ICON and Genesys Info Mart reporting for Voice details.**

   - Configure the required ICON–related and Genesys Info Mart–related options on the **Annex** of:

- The Switch object that handles voice interactions, as described in Procedure: Configuring the switch for ICON and Genesys Info Mart reporting.

- DN objects for IVRs or virtual queues for voice interactions, as described in Step 1 in Procedure: Configuring a DN for ICON and Genesys Info Mart reporting.

- (Optional, for DN-specific queue thresholds) DN objects for ACD queues or virtual queues for voice interactions, as described in Step 2 in Procedure: Configuring a DN for ICON and Genesys Info Mart reporting.

- Verify that all of the T-Servers that ICON is required to monitor for Voice details are enabled.

6. **Enable Genesys Info Mart to access the Voice details IDB(s).**

- When you configure the DAP application that enables Genesys Info Mart to access a Voice details IDB, ensure that the **role** option includes the value ICON_CORE. For more information, see Preparing Extraction DAPs.

- On the **Connections** tab of the Genesys Info Mart Application object, add a connection to this DAP.

7. **Optimize the extraction job.**
After you have created the Info Mart database schema, modify the GSYS_DNPREMOTELOCATION table in the Info Mart database, as required, to optimize performance of the merge procedure during the extraction job. For more information, see Configuring the Info Mart database for merge.