Genesys Info Mart Physical Data Model for a Microsoft SQL Server Database

New in Release 8.5.0

4/24/2025

New in Release 8.5.0

This page supplements the New in Release 8.5.0 page in the *Deployment Guide,* to provide information about schema-related changes introduced in Genesys Info Mart 8.5.0 releases, starting with the most recent release. See New in Release 8.5.1 for information about subsequent schema-related changes introduced in Genesys Info Mart 8.5.1 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.015.19

- New tables support reporting on voice bot and chat bot activity orchestrated with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises deployments.) The following tables have been added:
  - SDR_BOTS_FACT
  - BOT_ATTRIBUTES
  - BOT_INTENT

    The new tables are included in Data Export.
- In preparation for future support of alternative data streams, a new column, PRODUCER_BATCH_ID, has been added to a number of *_FACT and GIDB tables. The column is reserved for internal use.
- General Data Protection Regulation (GDPR) processing now includes the TARGET_OBJECT_SELECTED column in the ROUTING_TARGET table. The description of the CTL_GDPR_HISTORY table has been updated accordingly.

New in Release 8.5.015.14

- A new column, GVP_SESSION_ID, has been added to the IRF_USER_DATA_GEN_1 table for internal purposes.

New in Release 8.5.015.07

- **Outbound Contact reporting enhancement** — By default, Genesys Info Mart now creates a single, aggregated CONTACT_ATTEMPT_FACT (CAF) record for multiple call attempts dialed in the context of the same CALL_ATTEMPT_GUID. Previously, Genesys Info Mart created a separate CAF record for each call

attempt dialed as part of multiple attempts to reach a customer. If you want to retain the previous behavior, set the ocs-caf-aggregates-calls option to `false`.

A new index on the GIDB_GOX_CHAIN_CALL table enables the new behavior.

The new behavior affects when CAF records are created, as well as population of the CALLID field.

- **Miscellaneous**
  - The size of the SCRIPT column in the GIDB_GC_GROUP table has been increased from 255 to 1024 characters. However, note that the length of SCRIPT values remains effectively limited to 255 characters until ICON supports longer values in GC_GROUP.SCRIPT in IDB.
  - The size of the CALL_ID column in the CDR_FACT table has been increased from 64 to 255 characters. (The CDR_FACT table is reserved for future use.)

New in Release 8.5.014.34

- **Enhanced support for Unicode in Microsoft SQL Server** — In Microsoft SQL Server deployments with single-language databases, the data types of some columns in certain dimension tables have been changed from `varchar` to `nvarchar`, to extend support of Unicode characters in single-language databases.

  Columns in the following tables were modified for single-language databases. See the Summary of Info Mart Schema Changes for a list of the applicable columns.

  AGENT_LOCATION
  ATTEMPT_DISPOSITION
  CALLBACK_DIAL_RESULTS
  CALLBACK_DIM_1
  CALLBACK_DIM_2
  CALLBACK_DIM_3
  CALL_RESULT
  CAMPAIGN_GROUP_STATE
  CDR_DIM1
  COBROWSE_END_REASON
  COBROWSE_MODE
  COBROWSE_PAGE
  COBROWSE_USER_AGENT
  CONTACT_INFO_TYPE
  DIALING_MODE
  GROUP_ANNEX
  INTERACTION_RESOURCE_STATE
  INTERACTION_TYPE
  MEDIA_TYPE
  RECORD_FIELD_GROUP_1
  RECORD_FIELD_GROUP_2
  RECORD_STATUS
  RECORD_TYPE
  REQUESTED_SKILL_COMBINATION
  RESOURCE_
  RESOURCE_ANNEX
  RESOURCE_STATE
  RESOURCE_STATE_REASON
  ROUTING_TARGET
  STRATEGY
  TECHNICAL_DESCRIPTOR
  TIME_ZONE
  WORKBIN

  For consistency, the sizes of the SECTIONNAME and KEYNAME columns in the GROUP_ANNEX and RESOURCE_ANNEX tables have been modified in multi-language databases as well.

- **Data Export enhancements** — To improve support for scenarios where data is exported from a PostgreSQL or Oracle Info Mart database and subsequently imported into a Microsoft SQL Server target database:
  - The **update_target_*.sql** scripts for Microsoft SQL Server have been modified to be compatible with a case-sensitive Microsoft SQL Server collation.
  - The sizes of all columns in the target database schemas defined in the applicable **update_target_*.sql** scripts are now the same across all RDBMS platforms. Previously, to ensure that indexes did not exceed Microsoft SQL Server size limits, the sizes of many dimension columns in the target database schema defined for Microsoft SQL Server were reduced.

    The sizes of the following columns have changed in the **update_target_*.sql** scripts for Microsoft SQL Server:

    INTERACTION_DESCRIPTOR
    CUSTOMER_SEGMENT
    SERVICE_TYPE
    SERVICE_SUBTYPE
    BUSINESS_RESULT
    POST_CALL_SURVEY_DIM_2
    SURVEY_SQ1
    SURVEY_SQ2
    POST_CALL_SURVEY_DIM_3
    SURVEY_SQ3
    SURVEY_SQ4
    SURVEY_SQ5
    SURVEY_SQ6
    SURVEY_SQ7
    POST_CALL_SURVEY_DIM_4
    SURVEY_SQ8
    SURVEY_SQ9
    SURVEY_SQ10
    USER_DATA_CUST_DIM_1
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    USER_DATA_CUST_DIM_2
    DIM_ATTRIBUTE_1
    DIM_ATTRIBUTE_2
    DIM_ATTRIBUTE_3
    DIM_ATTRIBUTE_4
    DIM_ATTRIBUTE_5
    SDR_GEO_LOCATION
    COUNTRY_NAME
    REGION
    TIMEZONE
    SDR_SURVEY_S1
    SQ1

SQ2
SQ3
SQ4
SQ5
SDR_SURVEY_S2
SQ6
SQ7
SQ8
SQ9
SQ10
SDR_SURVEY_QUESTIONS_I1
IQ1
IQ2
IQ3
IQ4
IQ5
SDR_SURVEY_QUESTIONS_I2
IQ6
IQ7
IQ8
IQ9
IQ10
SDR_SURVEY_QUESTIONS_S1
SQ1
SQ2
SQ3
SQ4
SQ5
SDR_SURVEY_QUESTIONS_S2
SQ6
SQ7
SQ8
SQ9
SQ10
USER_DATA_GEN_DIM_1
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5
USER_DATA_GEN_DIM_2
DIM_ATTRIBUTE_1
DIM_ATTRIBUTE_2
DIM_ATTRIBUTE_3
DIM_ATTRIBUTE_4
DIM_ATTRIBUTE_5

Note: If you are importing Info Mart data into a Microsoft SQL Server database, ensure that your import tool or process is able to handle errors that arise when the sum of the actual values of dimension table columns included in an index exceeds the Microsoft SQL Server limit on index size.

- In the **update_target_*.sql** scripts for Microsoft SQL Server, the data types of the following columns in various GIDB tables have been changed from `varchar` to `nvarchar`:

GIDB_GC_CALLING_LIST.NAME
GIDB_GC_CALLING_LIST.DESCRIPTION
GIDB_GC_CAMPAIGN.NAME
GIDB_GC_CAMPAIGN.DESCRIPTION
GIDB_GC_FOLDER.NAME
GIDB_GC_GROUP.SCRIPT
GIDB_GC_GROUP.NAME
GIDB_GC_LOGIN.LOGINCODE
GIDB_GC_PLACE.NAME
GIDB_GC_SKILL.NAME
GIDB_GC_TENANT.NAME

New in Release 8.5.014.26

- **Support for Asynchronous interactions in Advanced Chat deployments** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on Asynchronous interactions that are placed into a parking queue. Two new columns, PARKING_QUEUE_COUNT and PARKING_QUEUE_DURATION, have been added to the CHAT_SESSION_FACT table.
- **Miscellaneous** — The names of the KVPs that populate the USER_DATA_GEN_DIM_* tables have been changed in the out-of-box CTL_UD_TO_UDE_MAPPING table, to avoid confusion with placeholder names for custom KVPs mapped in the **make_gim_UDE_template** SQL scripts. The tables, which were introduced in the previous release, are reserved for internal use.

New in Release 8.5.014.19

- **Reporting on agent location** — A new dimension table, AGENT_LOCATION, records locations of agents for both voice and multimedia login sessions. A new column, AGENT_LOCATION_KEY, in the SM_RES_SESSION_FACT table, is a surrogate key that you can use to join the SM_RES_SESSION_FACT to the AGENT_LOCATION dimension. The key is used to indicate the agent's specific location for the summarized resource session, by agent and media type.
- **Miscellaneous schema enhancements**:
  - To enhance reporting on Genesys Predictive Routing, two new columns in the GPM_FACT table — VQ_GUID and VQ_RESOURCE_KEY — enable you to join GPM_FACT to MEDIATION_SEGMENT_FACT.

Use this join to make information about virtual queues (VQs) that participate in Predictive Routing interactions available in reports.

- Two new dimension tables, USER_DATA_GEN_DIM_1 and USER_DATA_GEN_DIM_2, have been added to the Info Mart schema to store out-of-box user data for internal use. Corresponding keys, USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2, have been added to the IRF_USER_DATA_KEYS table, accordingly.

New in Release 8.5.014.09

- **Predictive Routing enhancements** — Genesys Info Mart now supports enhanced reporting on Genesys Predictive Routing (GPR) usage, including more detailed reporting about scores, thresholds, predictors, and routing. To enable the enhanced reporting, a new Info Mart dimension table, GPM_DIM1, and nine new columns in the GPM_FACT table store the new KVPs from Predictive Routing - URS Strategy Subroutines release 9.0.015.00 or higher. In addition, the values provided in some existing KVPs have been modified.
  For more information about the reporting KVPs sent by GPR, see Integrate with Genesys Reporting in the GPR *Deployment and Operations Guide.*
- **Support for Chat Thread reporting** — In Genesys Engage cloud deployments with Advanced Chat, Genesys Info Mart supports reporting on chat threads:
  - New tables, CHAT_THREAD_FACT and MEDIA_ORIGIN, store data for chat thread statistics.
  - A new column in the CHAT_SESSION_FACT table, THREAD_ID, has been included for future use, to associate chat session with chat thread reporting.

New in Release 8.5.013.06

- **Enhanced omnichannel reporting** — Two new columns in the SM_MEDIA_NEUTRAL_STATE_FACT table, END_DATE_TIME_KEY and RESOURCE_GROUP_COMBINATION_KEY, enhance support for reporting across all media channels.
- **Support for Call Detail Records (CDRs)** — In preparation for future support of CDRs for billing or other monitoring purposes, new CDR_* tables have been added to the Info Mart database schema. The **make_gim** SQL scripts have been modified to include the new table definitions and KVP mappings. Although the CDR_* tables are populated in cloud deployments, they are considered reserved for internal use.

New in Release 8.5.012.15

- In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher, Genesys Info Mart now supports reporting on Co-browse sessions. The following fact and dimension tables, which were originally added to the Info Mart schema in release 8.5.011.14, are no longer reserved:
  - COBROWSE_END_REASON
  - COBROWSE_FACT

- COBROWSE_MODE
- COBROWSE_PAGE
- COBROWSE_USER_AGENT

- In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. The following new tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), store relevant fact and dimension data:

  - LDR_FACT
  - LDR_CAMPAIGN
  - LDR_DEVICE
  - LDR_GROUP
  - LDR_LIST
  - LDR_POSTAL_CODE
  - LDR_RECORD

  The LDR_* tables are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.

  Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized. For links to more information about CX Contact historical reporting, see the New in Release 8.5.012 item in the *Genesys Info Mart 8.5 Deployment Guide*.

New in Release 8.5.011.18

- The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1 to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.

New in Release 8.5.011.14

- In eServices deployments with Chat Server release 8.5.302.03 or higher, Genesys Info Mart supports detailed reporting on asynchronous (async) chat sessions.

  The following new columns have been added to the CHAT_SESSION_FACT and CHAT_SESSION_DIM tables, to store async chat statistics in the Info Mart dimensional model database schema:

  - CHAT_SESSION_FACT.ASYNC_DORMANT_COUNT
  - CHAT_SESSION_FACT.ASYNC_DORMANT_DURATION
  - CHAT_SESSION_FACT.ASYNC_IDLE_COUNT
  - CHAT_SESSION_FACT.ASYNC_IDLE_DURATION
  - CHAT_SESSION_FACT.ACTIVE_IDLE_COUNT
  - CHAT_SESSION_FACT.ACTIVE_IDLE_DURATION
  - CHAT_SESSION_FACT.HANDLE_COUNT
  - CHAT_SESSION_FACT.HANDLE_DURATION
  - CHAT_SESSION_DIM.ASYNC_MODE

  For links to more information about async chat historical reporting, see the New in Release 8.5.011.14 item in the *Genesys Info Mart 8.5 Deployment Guide*.

- Database schema improvements related to user data processing are as follows:

  - The index on the START_DATE_TIME_KEY (I_*_SDT) in the user data tables is now defined for partitioned databases. The index improves the performance of the export job, for which purpose the export job will add the index, when necessary, to existing databases at runtime. Previously, the indexes were added to the IRF_USER_DATA_GEN_1, IRF_USER_DATA_KEYS, and

IRF_USER_DATA_CUST_* tables in the schema-creation script for nonpartitioned databases (**make_gim_UDE_template.sql**), but not in the script for partitioned databases (**make_gim_UDE_template_partitioned.sql**).

- To optimize the performance of the migration job, the columns that store foreign key references to user data dimension tables in the IRF_USER_DATA_KEYS table are added as nullable and without default values.

- The STG_TRANSFORM_DISCARDS.TABLE_NAME column has been increased from 30 to 255 characters.
- In preparation for future support of a new data source, the following new tables have been added to the Info Mart database schema:
  - COBROWSE_FACT
  - COBROWSE_END_REASON
  - COBROWSE_MODE
  - COBROWSE_PAGE
  - COBROWSE_USER_AGENT

New in Release 8.5.011

- In eServices deployments with Chat Server release 8.5.203.09 or higher, Genesys Info Mart supports detailed reporting on Genesys Chat sessions. In deployments that include Bot Gateway Server (BGS) release 9.0.002 or higher, Genesys Info Mart also supports reporting on chat bot activity. (BGS is currently available only in restricted release.)

  The following new tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), store chat- and BGS-related data:

  - CHAT_SESSION_FACT
  - CHAT_SESSION_DIM
  - BGS_SESSION_FACT
  - BGS_SESSION_DIM
  - BGS_ BOT_DIM
  - BGS_ BOT_NAME_DIM

  A control table, CTL_XML_CONFIG, is used internally to map Chat Server KVPs and BGS reporting data attributes to the respective CHAT_* and BGS_* tables during transformation.

  For links to more information about chat session and chat bot historical reporting, see the New in Release 8.5.011 item in the *Genesys Info Mart 8.5 Deployment Guide.*

- To improve the robustness of queries that involve the GPM_FACT table (for example, when converting from a nonpartitioned to a partitioned database), the START_DATE_TIME_KEY is now part of the composite primary key for the GPM_FACT table in nonpartitioned as well as partitioned databases.

New in Release 8.5.010.16

- Support for General Data Protection Regulation (GDPR) compliance has been extended to employee requests. The scope of the CTL_GDPR_HISTORY history table has been similarly extended.
- The UPDATE_AUDIT_KEY column was added to the following tables:
  CALLBACK_FACT
  GPM_FACT
  SDR_ACTIVITIES_FACT
  SDR_CUST_ATRIBUTES_FACT
  SDR_EXT_REQUEST_FACT
  SDR_SESSION_FACT
  SDR_SURVEY_FACT
  SDR_SURVEY_TRANSCRIPT_FACT
  SDR_USER_INPUTS_FACT
  SDR_USER_MILESTONE_FACT

  For tables that might contain personally identifiable information (PII), the presence of the audit key enables enhanced GDPR

support in deployments that include the Data Export feature.

New in Release 8.5.010

- To enable customers to comply with General Data Protection Regulation (GDPR) Right to Access (export) or Right of Erasure ("forget") requests from their customers ("consumers"), Genesys Info Mart exports or redacts customer-specified personally identifiable information (PII) stored in Info Mart fact tables. New control tables (CTL_GDPR_HISTORY, CTL_GDPR_HWM, CTL_KEY_TO_CAF_MAPPING) and a number of new temporary (TMP_*) tables support this functionality. The CTL_GDPR_HISTORY table reports the actual PII data that was requested for export or was redacted because of a "forget" request.
- In future releases, Genesys Info Mart will support obtaining data from data streams that do not go through Interaction Concentrator. In preparation for future support of these alternative data channels, the following schema changes have been made:
  - A new column in the CTL_TRANSFORM_HISTORY table, HWM_VALUE2, provides supplemental information for HWMs that might require nonnumeric values for context.
  - In Microsoft SQL Server deployments, the data types of some columns in the following dimension tables have changed, to support Unicode characters in both single- and multi-language databases.

    CALLBACK_DIM_1
    CALLBACK_DIM_2
    CALLBACK_DIM_3
    GPM_MODEL
    GPM_PREDICTOR
    GPM_RESULT
    INTERACTION_DESCRIPTOR
    POST_CALL_SURVEY_DIM_1
    POST_CALL_SURVEY_DIM_2
    POST_CALL_SURVEY_DIM_3
    POST_CALL_SURVEY_DIM_4
    POST_CALL_SURVEY_DIM_5
    POST_CALL_SURVEY_DIM_6
    SDR_ACTIVITY
    SDR_APPLICATION
    SDR_CALL_DISPOSITION
    SDR_CALL_TYPE
    SDR_CUST_ATRIBUTES
    SDR_ENTRY_POINT
    SDR_EXIT_POINT
    SDR_EXT_HTTP_REST
    SDR_EXT_REQUEST
    SDR_EXT_REQUEST_OUTCOME
    SDR_EXT_SERVICE_OUTCOME
    SDR_GEO_LOCATION
    SDR_INPUT
    SDR_INPUT_OUTCOME
    SDR_LANGUAGE
    SDR_MESSAGE
    SDR_MILESTONE
    SDR_SURVEY_ANSWERS
    SDR_SURVEY_QUESTIONS
    SDR_SURVEY_QUESTIONS_I1
    SDR_SURVEY_QUESTIONS_I2
    SDR_SURVEY_QUESTIONS_S1
    SDR_SURVEY_QUESTIONS_S2
    SDR_SURVEY_S1
    SDR_SURVEY_S2
    SDR_SURVEY_STATUS
    SDR_USER_INPUT
    USER_DATA_CUST_DIM_1

    For a summary of whether the changes occurred only in single-language databases, only in multi-language databases, or in both, see What's New in the Documentation. For full details about the changes, see the table descriptions.

    > **Important**
    >
    > Because of the schema changes, Genesys strongly recommends that Microsoft SQL Server deployments for Genesys Info Mart 8.5.010 or higher use Microsoft SQL Server 2016 or later supported version. See Microsoft SQL Server Considerations in the *Deployment Guide* for more information.

- In multi-language Microsoft SQL Server databases, to correct data type inconsistencies between IDs that might be used for joins, the data types of the following columns have been changed from `nvarchar` to `varchar`:

  CALLBACK_FACT.ORIGINATION_IXN_ID
  CALLBACK_FACT.FIRST_OUT_IXN_ID
  CALLBACK_FACT.LAST_OUT_IXN_ID
  CALLBACK_FACT.ORS_SESSION_ID
  GPM_FACT.MEDIA_SERVER_IXN_GUID
  SDR_ACTIVITIES_FACT.SESSION_ID
  SDR_SURVEY_FACT.SESSION_ID
  SDR_SURVEY_FACT.INTERACTION_ID
  SDR_SURVEY_TRANSCRIPT_FACT.SESSION_ID
- To extend Unicode support for user input in multi-language Microsoft SQL Server databases, the data types of the UTTERANCE and INTERPRETATION columns in the SDR_USER_INPUTS_FACT table have been changed from `varchar` to `nvarchar`.

New in Release 8.5.009.20

- New tables and columns, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), extend support for Callback reporting by providing more data about dialing attempts and dial results.
  - Two new dimension tables, CALLBACK_DIAL_RESULTS and CALLBACK_DIM_4, have been added.
  - The following columns have been added to the CALLBACK_FACT table:

CALLBACK_DIAL_RESULTS_KEY	EWT_WHEN_LAST_DIAL	POS_WHEN_LAST_DIAL
CALLBACK_DIM_4_KEY	EWT_WHEN_REJECTED	PRIORITY_WHEN_A_CONNECTED
CUSTOMER_ANI	FIRST_OUT_IXN_ID	PRIORITY_WHEN_C_CONNECTED
DIAL_1_TS through DIAL_5_TS	LAST_OUT_IXN_ID	PRIORITY_WHEN_CB_ACCEPTED
EWT_THRESHOLD_WHEN_OFFERED	ORIGINATION_IXN_ID	SERVICE_END_TS
	ORS_SESSION_ID	WAITED_BEFORE_OFFER_TIME

The columns are populated with actual data when you use a Genesys Mobile Services (GMS) release that provides the required user data KVPs. For more information about the KVPs that GMS supports, see Genesys Mobile Services (GMS) — for Callback in the *Genesys Info Mart Deployment Guide.*

> **Important**
>
> If you use the Data Export feature, ensure that you modify your target database schema and import processing to match the Info Mart schema changes.

- The index I_GPM_FACT_SDT, on the START_DATE_TIME_KEY in the GPM_FACT table, is now defined for partitioned databases. The index improves the performance of queries that are bounded by time. Previously, the index was added to the GPM_FACT table in the schema-creation script for nonpartitioned databases (**make_gim.sql**), but not in the script for partitioned databases (**make_gim_partitioned.sql**).

New in Release 8.5.009

- In premise deployments, Genesys Info Mart now supports reporting on Genesys Predictive Routing (GPR) usage and the impact of predictive routing on agent and interaction-handling KPIs for voice, web, and mobile channels. The following new **GPM_*** tables in the Info Mart schema store GPR-related data:
  - GPM_FACT
  - GPM_RESULT
  - GPM_PREDICTOR

  - GPM_MODEL

- Audit keys were added to the CTL_TRANSFORM_HWM and CTL_TRANSFORM_HISTORY control tables, as well as to a number of staging tables.

New in Release 8.5.008.29

- The following new SDR_* fact and dimension tables, which are defined in the database-creation scripts (**make_gim.sql, make_gim_partitioned.sql, make_gim_multilang.sql,** or **make_gim_multilang_partitioned.sql**), have been added:
  - SDR_SURVEY_FACT
  - SDR_SURVEY_QUESTIONS
  - SDR_SURVEY_ANSWERS
- In deployments that support Session Detail Record (SDR) reporting, the way Genesys Info Mart stores URL values in the SDR_EXT_HTTP_REST table has changed. For more information, see SDR_EXT_HTTP_REST.URL.

New in Release 8.5.008

- The following changes have been made to CALLBACK_FACT columns: The data type of DS_AUDIT_KEY has been increased from 10 to 19 digits; a default value (0) has been added for LAST_CALLBACK_OFFERED_TS.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new column has been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_TYPE.MEDIA_TYPE.
  - The following SDR_USER_INPUTS_FACT columns have been modified: START_TS_MS is no longer mandatory; UTTERANCE and INTERPRETATION have been increased to 512 chars.
- To support internal performance improvements, additional fields have been added to indexes in the GIDB_GC_* tables.

New in Release 8.5.007

- In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. The data type for INTERACTION_FACT.SUBJECT has been extended from 255 to 1024 characters to accommodate this enhancement. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, as defined now in the user-data

template scripts (**make_gim_UDE_template*.sql**). Previously, the limit was 255 characters.

- Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make_gim_multilang.sql** or **make_gim_multilang_partitioned.sql**) uses `nvarchar` instead of `varchar` data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see Configuring for Multi-Language Support in the *Interaction Concentrator Deployment Guide*). Note that in the Unicode schema certain internally used fields, such as CTL_UD_TO_UDE_MAPPING.UDE_TABLE_NAME, retain the `varchar` data type.

  > **Important**
  >
  > There is no migration path from an existing Info Mart database to a Unicode one. Contact Genesys Customer Care if you need assistance with data transfer.

- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_ACTIVITIES_FACT, SDR_ACTIVITY, SDR_SURVEY_I1, SDR_SURVEY_I2, SDR_SURVEY_QUESTIONS_I1, SDR_SURVEY_QUESTIONS_I2, SDR_SURVEY_QUESTIONS_S1, SDR_SURVEY_QUESTIONS_S2, SDR_SURVEY_S1, SDR_SURVEY_S2, SDR_SURVEY_SCORES, SDR_SURVEY_STATUS.
  - The following new columns have been added to the previously implemented SDR_* fact and dimension tables: SDR_CALL_DISPOSITION.FINAL_DISPOSITION, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_I2_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S1_KEY, SDR_SESSION_FACT.SDR_SURVEY_QUESTIONS_S2_KEY, SDR_SURVEY_STATUS.OFFER.

New in Release 8.5.006

- A new propagation rule, **IRF_ROUTE**, enhances the flexibility of user-data reporting with the capability to store the final KVP value that is present during mediation, regardless of whether the call is abandoned in mediation or delivered to a handling resource (where additional changes might be made to the key's value).
- A new column, TARGET_ADDRESS, has been added to the INTERACTION_RESOURCE_FACT (IRF) table. For voice interactions, if the IRF row represents a resource initiating an interaction or consultation, this column contains the target media address that received the interaction or consultation; otherwise, a null value is recorded in this column.
- In eServices outbound scenarios where an outbound interaction is originated outside the scope of eServices (for example, by OCS) and is placed into an Interaction Queue, an IRF record is now created when a strategy handles and completes the interaction without agent involvement. When user data changes initiated by the strategy are reported, they are associated with the new IRF record.

New in Release 8.5.005

- Following the initial 8.5.005 release, starting with release 8.5.005.20, a new table, SDR_SURVEY_TRANSCRIPT_FACT, has been added to the schema to support survey transcription data.
- Genesys Info Mart now supports reporting on Genesys Callback activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box.

  Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated tables, which were initially introduced in an earlier Genesys Info Mart release:

  - CALLBACK_FACT
  - CALLBACK_DIM_1
  - CALLBACK_DIM_2
  - CALLBACK_DIM_3

  Additionally, new values have been added to the following columns in conjunction with Callback support implementation:

  - OUTBOUNDCALLBACK in the INTERACTION_TYPE.INTERACTION_SUBTYPE column
  - DEFERRED and INCOMPLETE in the TECHNICAL_DESCRIPTOR.TECHNICAL_RESULT column
  - CALLBACKACCEPTED in the TECHNICAL_DESCRIPTOR.RESULT_REASON column

  Genesys Callback reporting requires Interaction Concentrator 8.1.500.04 or higher and GMS 8.5.102.11 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the *Genesys Info Mart Deployment Guide*.
- Additional schema changes support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In particular:
  - The following new SDR_* fact and dimension tables, which are defined in the make_gim.sql and make_gim_partitioned.sql scripts, have been added: SDR_CUST_ATRIBUTES, SDR_CUST_ATRIBUTES_FACT, SDR_SURVEY_I1, SDR_SURVEY_I2, SDR_SURVEY_S1, SDR_SURVEY_S2, SDR_SURVEY_STATUS, SDR_SURVEY_SCORES.

New in Release 8.5.004

- Genesys Info Mart now supports reporting on how much time a particular interaction was in focus (that is, actively being processed) on the agent desktop. Two new columns, FOCUS_TIME_COUNT and FOCUS_TIME_DURATION in the INTERACTION_RESOURCE_FACT (IRF) table, store focus time data. This functionality requires Workspace Desktop Edition (WDE) release 8.5.112.08 or higher and Interaction Concentrator release 8.1.507.06 or higher.
- Genesys Info Mart now stores data that enables you to determine who ended a chat session. If a customer leaves the chat session before the agent, a new flag, called CUSTOMER_LEFT_FIRST, is added to the ANCHOR_FLAGS dimension and is set in the IRF.ANCHOR_FLAGS_KEY field. For conference calls, the flag is set for each IRF record that is active when the customer left the chat session. The time when the customer left the chat, or the time when the agent stopped the chat session is stored in the IRF.IRF_ANCHOR_TS column. (IRF_ANCHOR_TS is the new name for the column that was called IRF_ANCHOR_SENT_TS in release 8.5.003 and IRF_ANCHOR_DATE_TIME_KEY prior to that.) The IRF_ANCHOR_TS column is populated in each IRF record that is active when the customer leaves the chat session. To support this functionality, Interaction Concentrator release 8.1.507.06 or higher is required.

- In Outbound VoIP environments, with Outbound Contact campaigns running in an Active Switching Matrix (ASM) dialing mode, the time that the engaged agent is waiting to be connected to the customer (ASM engage duration) is now reported separately from regular talk time, if so configured. Two new columns, ASM_COUNT and ASM_ENGAGE_DURATION in the IRF table, are populated based on the setting for the new configuration option, populate-irf-asm-engage-duration. (The default option value is false.) Genesys Info Mart requires that OCS attaches a special KVP, GSW_CALL_TYPE="ENGAGING", to identify engaging calls.
- To improve processing of user data that is attached during mediation, a new column, USERDATA_FLAG, has been added to the MEDIATION_SEGMENT_FACT (MSF) table. This flag facilitates an unambiguous join between the MSF and fact extension tables to retrieve correct user data that is attached during mediation.
- The field IRF.LAST_INTERACTION_RESOURCE is now supported for all media types. Release 8.5.003 supported this field only for voice interactions. Prior to release 8.5.003, this field was reserved.
- Starting with release 8.5.003.17, to distinguish an agent from other persons in a contact center, a newly introduced value, `Person`, is set in the RESOURCE_.RESOURCE_SUBTYPE column for any persons who are not agents. The previously existing value, `Agent`, is now used in the RESOURCE_.RESOURCE_SUBTYPE column only to identify Agents (that is, the resources for whom the `IsAgent` flag is set in the Person configuration object). Both subtypes are associated with the `Agent` resource type that is stored in the RESOURCE_.RESOURCE_TYPE column.

New in Release 8.5.003

- To enhance Tenant metrics to include active multimedia interactions that have not yet been handled, two new columns, ANCHOR_ID and ANCHOR_SDT_KEY, are added to the INTERACTION_FACT table. Values in these columns are derived as follows:
  - For interactions that have been completed or handled, Genesys Info Mart populates the value of ANCHOR_ID based on the INTERACTION_RESOURCE_ID of the INTERACTION_RESOURCE_FACT (IRF) record with IRF_ANCHOR = 1. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same IRF record.
  - For active multimedia interactions that have not yet reached a handling resource (that is, are still in mediation), Genesys Info Mart populates the value of ANCHOR_ID based on the MEDIATION_SEGMENT_ID of the MEDIATION_SEGMENT_FACT (MSF) record for the most recent mediation DN. The ANCHOR_SDT_KEY value in this case equals the START_DATE_TIME_KEY of the same MSF record.
- To enable Unicode characters support on Oracle databases, the fields with the `varchar` data types now use the explicit `CHAR` character length semantics.
- To accommodate additional custom record fields with high cardinality values, 20 new columns (RECORD_FIELD_41 through RECORD_FIELD_60) of the varchar data type are added to the CONTACT_ATTEMPT_FACT table.
- A new column, CREATE_AUDIT_KEY, has been added to the SM_MEDIA_NEUTRAL_STATE_FACT table.
- In the INTERACTION_RESOURCE_FACT table, the name of the IRF_ANCHOR_DATE_TIME_KEY column is changed to IRF_ANCHOR_SENT_TS.
- A previously reserved field, LAST_INTERACTION_RESOURCE, in the INTERACTION_RESOURCE_FACT table is now populated for voice interactions.
- New combinations in the TECHNICAL_DESCRIPTOR table are added for multimedia online interactions that are placed into archive queues.

  - Completed/Archived/InConference/Unspecified
  - Completed/Archived/InConference/ConferenceInitiator
  - Completed/Archived/InConference/ConferenceJoined
  - Completed/Archived/InitiatedConsult/Unspecified
  - Completed/Archived/ReceivedConsult/Unspecified
  - Completed/Archived/ReceivedRequest/Unspecified
  - Completed/Canceled/InConference/Unspecified
  - Completed/Canceled/InConference/ConferenceInitiator
  - Completed/Canceled/InConference/ConferenceJoined
  - Completed/Canceled/InitiatedConsult/Unspecified
  - Completed/Canceled/ReceivedConsult/Unspecified
  - Completed/Canceled/ReceivedRequest/Unspecified
- Subsequent to the changes that were originally introduced in release 8.1.402, this release includes additional schema changes to prepare for support of additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services.
  - PUSH_DELIVERY_CONFIRMED_TS field has been added to the CALLBACK_FACT table.
  - CUSTOMER_READY_TO_START_IXN_TS field has been added to the CALLBACK_FACT table.
  - DESIRED_TIME field in the CALLBACK_FACT table has been renamed to DESIRED_TIME_TS.
  - A constraint, NOT NULL, has been added for the DESIRED_TIME_TS field (with a default value of 0).
- For the deployments that rely on Genesys Info Mart for reporting on Post-Call Survey user data, new tables can be added to the Info Mart installation database by using the appropriate post-call survey script (**make_gim_post_call_survey.sql**, **make_gim_post_call_survey_partitioned.sql**, **make_gim_post_call_survey_multilang.sql**, or **make_gim_post_call_survey_multilang_partitioned.sql**).

New in Release 8.5.002

- To support reporting on media-neutral agent states, a new fact table, SM_MEDIA_NEUTRAL_STATE_FACT, stores the summarized states for each agent across all media. Population of the table is controlled by a new configuration option, **populate-media-neutral-sm-facts**. Priority of agent states relative to each other is controlled with an existing configuration option, **sm-resource-state-priority**.
- To provide Call Detail Record (CDR) data, a new database view, CDR, has been added to the Info Mart schema. The CDR view is based on the INTERACTION_RESOURCE_FACT table and MEDIA_TYPE, INTERACTION_TYPE, RESOURCE_, TECHNICAL_DESCRIPTOR, and DATE_TIME dimension tables. The DATE_TIME dimension is presented as a new CDR_DATE_TIME view, for purposes of CDR data reporting.

New in Release 8.5.001

- To assist in exporting and archiving data, audit keys (CREATE_AUDIT_KEY and UPDATE_AUDIT_KEY) have been added to user-data fact extension tables:
  - IRF_USER_DATA_CUST_1
  - IRF_USER_DATA_GEN_1
  - IRF_USER_DATA_KEYS
- To improve performance for downstream reporting applications, organization of the user-data fact and dimension tables has been changed to a clustered model (referred to as index-organized in Oracle).
- A new role reason and technical result reason, IntroducedTransfer, identify IRFs for agents involved in an introduced transfer. For information about when a conference qualifies as an introduced transfer, see the description of the new configuration option, introduced-transfer-threshold.
- A new interaction subtype, InternalConferenceInvite, supports simplified, more meaningful reporting on chat conferences or consultations through a queue, by identifying the subordinate interactions that the agent desktop uses to implement the interaction flow.
- Support for reporting on chat consultations affects the population of various IRF metrics. For more information, see IRF details in the section about documentation changes.
- Population of thread-related columns in the ANCHOR_FLAGS table is no longer enabled by default. A new configuration option, populate-thread-facts, controls whether thread-related metrics will be populated. Enabling this functionality might negatively impact Genesys Info Mart performance.
- The initial 8.5.001 release includes schema and configuration changes to prepare Genesys Info Mart to support reporting on interaction flows that involve applications developed with Genesys Designer. In addition, release 8.1.402.07 included schema and configuration changes to prepare Genesys Info Mart to support additional interaction flows, such as the Voice Callback feature of Genesys Mobile Services. The following observable changes in the Info Mart schema support functionality in a future release:
  - New SDR_* fact and dimension tables
  - A new CALLBACK_FACT table and new callback dimension tables (CALLBACK_DIM_1, CALLBACK_DIM_2, CALLBACK_DIM_3)
  - User data mapping for additional KVPs