GENESYS™

Interaction Concentrator Deployment Guide

Configuring for Voice Data

12/21/2025

Configuring for Voice Data

In order to store voice interaction, agent state, and login session data in IDB, certain configuration settings are required in the Genesys Configuration Layer. This section describes the configuration settings that are required on the ICON `Application` object.

Connections:
To enable ICON to receive voice data and store it in IDB, you must configure ICON connections to appropriate T-Server instances.

This topic includes the following sections:

- Configuring for Voice Data
- Filtering Data
- Configuring DN Re-registration
- Recognizing the Correct DN in Environments Where Internal and External DNs Have the Same Name
- Hunt Group Support
- Configuring Conferencing and Transfer Options

Configuring for Voice Data

Any ICON Application object that has a configured connection to T-Server processes voice interaction data, regardless of the role that has been configured for the ICON Application. However, to enable ICON to store interaction-related and party-related data for voice calls in IDB, you must configure the role option with the value of `gcc` for the ICON application and associated Database Access Point (DAP).

To capture other types of data for voice objects and interactions, you must configure the appropriate values for the role option.

To enable ICON to identify the party that initiated release of a call, in deployments that support this functionality, set the value of the store-releasing-party option to 1.

Filtering Data

To improve Interaction Concentrator performance, consider excluding certain types of data from IDB storage. Review the filtering options in the **[filter-data]** section, and set appropriate values for your deployment.

If your deployment utilizes the feature to identify which party initiated release of a call, be aware that

certain ICON filtering options can effectively disable this functionality.

For call-based reporting, the **call-metrics** option, in the **[filter-data]** configuration section, must be set to 0 (the default). Otherwise, ICON does not write any data to the G_CALL_STAT table. The following options in the **[filter-data]** configuration section affect storage of information in the G_PARTY_STAT table:

- acd-party-history

- acd-party-metrics

- external-party

- observer-party

If you want to implement DN-based reporting on the parties that initiated release of calls, Genesys recommends that you retain the default values for these options, so that you do not filter party information.

For more information about using this feature, see How ICON Works.

Configuring DN Re-registration

Interaction Concentrator release 8.1.503.03 and higher supports multiple DN registration attempts if the initial attempt to register a DN returns an error or no response.

In earlier releases, when ICON starts up, it activates a *registration timer* and sends TregisterAddress requests to T-Server/SIP Server for each supported DN. ICON can receive in return either EventRegistered, EventError, or no response. When ICON receives EventError it marks that DN as *unregistered* and never tries to re-register that DN. Re-registration occurs only if ICON reconnects to the T-Server/SIP Server.

The new functionality enables you to automatically perform re-registration of *unregistered* DNs. To support this functionality, this release adds the gcti-re-registration-tout Switch-level and the associated gcti-re-registration-tout ICON Application-level configuration option. The option descriptions includes more detailed information explaining how the functionality works and the settings to use depending on your environment.

Recognizing the Correct DN in Environments Where Internal and External DNs Have the Same Name

In releases prior to 8.1.508.09, if both a DN on an internal, monitored Switch and a DN on an external Switch have the same name, ICON might incorrectly identify the otherDN as the internal DN, and therefore report incorrect data in IDB. For example, if a call went to the external DN, instead of storing the correct value of 0 in EndPointID field in related tables, ICON might store the DBID of the local DN that has the same name as the external DN. This can occur in both inbound and outbound scenarios.

To avoid this issue, you can set the same-dn option to 1, which instructs ICON to use the DN-related attributes from the EventCallPartyAdded event to collect data about the new DN. EventCallPartyAdded provides the following attributes:

- AttributePartyType indicates the party type.
    - Type = 0: internal party.
    - Type = 1: external party.
- AttributeDN indicates the device name where the new party was created.

Data Processing Details

- If you set same-dn to 1, ICON delays processing internal party data as long as the otherDN type is unknown. But although party processing may be pending, user data processing is done with no delay. As a result, there may be some differences in the `cseq` values.
- If ICON does not recognize the DN identified as otherDN, ICON handles it as external.
- If all DNs on both switches are unique, then setting **same-dn** to 1 does not affect party processing when otherDN is external. Results are the same as setting **same-dn** to 0. However, if all parties are internal, setting **same-dn** to 1 delays party processing in comparison to setting **same-dn** to 0.
- Even when **same-dn** is set to 1, ICON does not support scenarios in which two consecutive DN-related events are pending for the same interaction. For example, you might have an Inbound call from DN2 that is queued on DN1, DN3, and so on. The events received would be handled as follows:

	CallPartyAdded	DN1	
	Queued	DN1, DN2	If DN2 is found (that is, it is registered on the link), then event processing is pending. DN2 type is unknown yet.
	Queued	DN3, DN2	Error. The second event can not be processed as pending.

Hunt Group Support

Starting in release 8.1.504.04, Interaction Concentrator supports parallel and sequential Hunt Group reporting. Hunt Group reporting is supported only for standalone SIP Server deployments.

- For a full description of Hunt group functionality and configuration, see Hunt Groups in Standalone Deployments in the *Supplement to SIP Server Deployment Guide*.
- For information on how Interaction Concentrator records Hunt Group data in IDB, see the Interaction Concentrator 8.1 Release Note entry for release 8.1.504.04.

Configuring Conferencing and Transfer Options

A number of ICON configuration options control aspects of transfer and conference processing. This section lists relevant options and briefly explains what each does.

Options configured in the Interaction Concentrator Application object

- advanced-ext-party-reconstruction: The following are examples of call scenarios for which you might need to use this option to have Interaction Concentrator to reconstruct the external party on the unmonitored site:

  - Single-step transfer to an external number.

  - Single-step transfer to a Routing Point, which then routes the call to an external number.

- use-nts-call-state: Supports reporting on transfers made by agents using Network Attended Transfer (NAT).

- cseq-adjustment: Improves sequence tracking for user data in the G_USERDATA_HISTORY table, which enables downstream reporting applications, such as Genesys Info Mart, to correctly associate user data with interaction activity when user data updates occur within the same second that the call is transferred or terminated.

- ssc-processing: Enables support for single-step conference reporting.

Options configured on the Switch object

- gls-improve-data-for-agent: Specifies when ICON should process agent states data in two-step transfer and conference scenarios.

- lookup-queue-on-ringing: Enables ICON to identify the parent party from AttributeThisQueue in the EventRinging TEvent in complex transfer scenarios when the transfer is completed to a distribution DN before the call rings on the target DN, such as in a two-step blind transfer from a Routing Point or a Queue.

- ring-divert: Controls whether ICON identifies the PARENTPARTYID and the PARENTLINKTYPE of the Ringing party in event flows in which EventRinging comes before EventDiverted or the call is routed to an external switch.

- sst-options: Specifies the TEvents that ICON uses to recognize a single-step transfer, in order to ensure the correct processing of scenarios involving a single-step transfer.