GENESYS™

Interaction Concentrator User's Guide

Filtering IDB Data

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Filtering IDB Data

This page describes the Interaction Concentrator (ICON) data filtering capability and how to configure it by setting options on the ICON Application object and Script objects.

The data filtering feature enables users to configure data that will not be stored in IDB in order to maintain a smaller IDB and improve database performance.

This page contains the following sections:

- Overview
- What Data Can Be Filtered?

Overview

The data filtering capability of ICON enables you to control what type of data is stored in IDB based on your reporting requirements. Excluding certain types of data from IDB storage may be helpful in your environment, by:

- Saving database space (maintaining a smaller IDB)
- Improving the performance of your IDB
- Improving the performance of downstream reporting applications (such as Genesys Info Mart)

This feature is implemented by setting configuration options in the **[filter-data]** section of your Interaction Concentrator `Application` object. Because setting these options can cause ICON to cease writing data to the corresponding IDB tables, carefully evaluate whether your reports require each type of data described in the following sections before setting any options. See Introducing IDB Schema for an overview of IDB schema and its tables.

ICON also supports the ability to filter out multimedia interaction activity related to strategies if such activity data is not required for reporting purposes. To implement this feature, set configuration options in the **[callconcentrator]** section of your ICON `Application` object and the relevant `Script` configuration objects. For more information about the ICON `Application` object and relevant `Script` configuration options, see the *Interaction Concentrator Options Reference*.

> ### Important
> By default, the filtering configuration options are set to `false` and all available data is stored in the IDB.

What Data Can Be Filtered

The data described in this section can be filtered—included or excluded from storage in IDB—by setting various configuration options. It includes the following sections:

- Party History Data
- Party Metrics
- User Data History
- Call Metrics
- Call History
- Interaction Record History
- Agent Activity Data
- Service Observer Data
- Strategy Activity Data

> ### Important
>
> In addition to the information contained here, refer also to **|[filter-data] configuration options** in the *Interaction Concentrator Options Reference* for information about setting configuration options in ICON, and the *Interaction Concentrator Physical Data Model* for your RDBMS type, for details about data stored in the IDB tables mentioned.

Party History Data

The G_PARTY_HISTORY table contains call party information related to when the history of a party state changed. For distribution devices only, this table contains information about queuing on a device and distribution from a device only (for example, it is not possible to have a ringing or hold state on a distribution device).

For SIP and voice interactions only, to choose not to store party history information in IDB about distribution devices such as ACD queues, routing points, virtual routing points, and External Routing Points:

- Set the acd-party-history configuration option to `true` on the ICON `Application` object to prevent ICON from writing party–related information to the G_PARTY_HISTORY table.

Party Metrics

ICON collects precalculated party metrics for distribution devices, such as ACD queues, routing points, and virtual routing points, and stores this information in the G_PARTY_STAT table.

For SIP and voice interactions only, to choose not to store party metrics data for distribution devices

in IDB:

- Set the acd-party-metrics configuration option to `true` in the ICON `Application` object.

External Parties

ICON collects information about external parties (for example, interaction participants outside a given switch domain) and stores this information in the following IDB tables:

- G_PARTY
- G_PARTY_HISTORY
- G_PARTY_STAT

To choose not to store external-party data into IDB storage:

- Set the external-party configuration option to `true` in the ICON `Application` object.

User Data History

When ICON is configured in a way that it should store an entire history of UserData values for certain keys, ICON collects data about every change in value for those keys and, at interaction termination, stores this information in the following IDB tables:

- G_USERDATA_HISTORY
- G_SECURE_USERDATA_HISTORY

To have ICON not store the call–termination value of UserData keys to IDB:

- Set the udata-history-terminated configuration option to `true` in the ICON `Application` object.

ICON does continue to store the history of UserData changes—the creation, addition, and removal of key-value pairs—to these tables as changes occur during the call's life time. The following table describes the information stored in these IDB tables.

Types of Change Information Stored in IDB

Value	Column Change Type	Description
1	created	Indicates that the value of the key was attached to the call at the moment the call was created. For chat interactions, ICON assigns a change type of 1 upon receipt of an eventInteractionSubmitted event with an isOnline attribute of `true`.
2	added	Indicates that the value of the key has just been added.

Value	Column Change Type	Description
3	updated	Indicates that the value of the key has changed. For chat interactions, ICON assigns a change type of 3 upon receipt of an eventPropertiesChanged event with an isOnline attribute setting of either `true` or `false`.
4	deleted	Indicates that the key has been deleted from UserData.
5	terminated	Indicates that ICON records the value of the key upon call termination.

Call Metrics

ICON stores information about call metrics in the G_CALL_STAT table. To exclude call metrics from IDB storage:

- Set the call-metrics configuration option to `true` in the ICON `Application` object.

Call History

ICON stores call history information in the G_CALL_HISTORY table. To exclude call history information from IDB storage:

- Set the call-history configuration option to `true` in the ICON `Application` object.

Interaction Record History

ICON collects interaction record history and stores this information in the G_IR_HISTORY table. To exclude data about the interaction record history from IDB storage:

- Set the ir-history configuration option to `true` in the ICON `Application` object.

Agent Activity Data

ICON collects information about agent activity, such as login sessions and agent states. Unless certain types of data are configured to be excluded (see the subsections below), ICON stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY

- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

To choose not to store *any* agent activity information in IDB:

- Set the gls-all configuration option to `true` in the ICON `Application` object.

ICON, however, continues writing each agent's ID to the G_PARTY table.

Agent Metrics

ICON collects and stores agent state information in the following IDB tables:

- GS_AGENT_STAT
- GS_AGENT_STAT_WM

To exclude agent state information:

- Set the gls-metrics configuration option to `true` in the ICON `Application` object.

Agent Activity From IVR Devices

ICON collects data about agent activity when agent login sessions are initiated from IVR endpoints, and stores this information in the following IDB tables:

- G_LOGIN_SESSION
- GX_SESSION_ENDPOINT
- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- G_DND_HISTORY
- GS_AGENT_STAT
- GS_AGENT_STAT_WM

To exclude data about agent activity at IVR endpoints from IDB storage:

- Set the gls-ivr configuration option to `true` in the ICON `Application` object.

ICON verifies whether the DN at which an agent logs in is an IVR device, and in this case, does not store information about this agent's activity to IDB. Furthermore, for parties associated with an IVR device, ICON does not record the agent's ID in the G_PARTY table.

Agent Activity For Persons Not Configured

To exclude data from IDB storage about agent activity for any agent whose login ID is not associated

with any Person configuration object:

- Set the gls-no-person configuration object to `true` in the ICON `Application` object.

If so configured, ICON verifies whether the LoginID that was reported in events regarding agent states is assigned to any Person object configured in the Configuration Database. If this is not the case, ICON does not store information about this agent's activity to these tables.

Agent Work Mode

ICON collects and stores data about agent work modes and changes in agent work modes in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- GS_AGENT_STAT_WM

To exclude data about changes in agent work mode that do not coincide with changes in agent state:

- Set the gls-wm configuration option to `true` on the ICON `Application` object.

ICON instead records a value of unknown in the IDB tables.

> ### Important
> This option does not affect ICON's ability to track after-call work.

Agent Queue

ICON collects and stores information about agents' queue(s) in the following IDB tables:

- G_AGENT_STATE_HISTORY
- G_AGENT_STATE_RC
- GS_AGENT_STAT
- GS_AGENT_STAT_WM
- GX_SESSION_ENDPOINT

To filter out information about the queues where agents are logged in:

- Set the gls-queue configuration option to `true` on the ICON `Application` object.

In this case, ICON ceases writing queue-related data to the first four tables (above). ICON does, however, continue writing information to the GX_SESSION_ENDPOINT table about the queues where agents are logged in.

Service Observer Data

ICON collects data related to parties with role observer on a call and stores this information in the following IDB tables:

- G_PARTY
- GS_PARTY_STAT

To choose not to store data about the party with the role observer in IDB:

- Set the observer-party configuration option to `true` in the ICON `Application` object.

Strategy Activity Data

ICON can filter out activity related to a particular strategy—information such as parties or user data changes made by the strategy. Such data may not be required for reporting purposes, and therefore you can choose to exclude it from storage in IDB.

To filter out strategy activity data, set the following configuration options to the values specified:

- om-activity-report—Set this option to `false` on the **Annex** tab of `Script` configuration objects of type Simple Routing (for a routing strategy).
    - ICON does not store to IDB data that is related to any multimedia interaction handled by this strategy, provided that the om-check-filter-flag option is also set to 1.
- om-check-filter-flag—Set this option to 1 in the ICON `Application` object to allow ICON to store strategy activity according to the value of the om-activity-report option. If set to 0, ICON continues to store all strategy activity regardless of the value of om-activity-report.