Genesys Info Mart

Genesys Info Mart Options Reference

3/31/2025

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Welcome to the Options Reference for Genesys Info Mart. This document provides full information about all the configuration options that are set on the Genesys Info Mart application object and in Genesys Info Mart–related configuration sections on other objects, such as DNs.

> ### Important
> The valid values shown in the option descriptions reflect the acceptable values that control the described behavior. In some cases, Genesys Info Mart will apparently accept other values without necessarily generating an error when Genesys Info Mart checks the configuration or during runtime. To prevent unexpected behavior, always observe the valid values reported in this document.

Genesys Info Mart Application

Options for this component are contained in the following configuration sections:

- date-time
- elasticsearch-<data-source-id>
- error-policy
- gim-etl
- gim-etl-media-chat
- gim-etl-media-email
- gim-etl-populate
- gim-export
- gim-transformation
- kafka-<cluster-name>
- log
- log4j
- schedule

> ### Tip
> In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.
>
> **Power users: Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
date-time	date-time-max-days-ahead	366	At the next run of Job_MaintainGIM
date-time	date-time-min-days-ahead	183	At the next run of Job_MaintainGIM
date-time	date-time-start-year	2012	At the next run of Job_MaintainGIM
date-time	date-time-table-name	DATE_TIME	At the next run of Job_MaintainGIM
date-time	date-time-tz	GMT	At the next run of Job_MaintainGIM
date-time	first-day-of-week	1	At the next run of Job_MaintainGIM
date-time	fiscal-year-start	No default value	At the next run of Job_MaintainGIM
date-time	fiscal-year-week-pattern	none	At the next run of Job_MaintainGIM
date-time	min-days-in-first-week	1	At the next run of Job_MaintainGIM
date-time	simple-week-numbering	true	At the next run of Job_MaintainGIM
elasticsearch-<data-source-id>	client	off	On the next ETL cycle
elasticsearch-<data-source-id>	g:index-interval	No default value	On the next ETL cycle
elasticsearch-<data-source-id>	g:tenant-prefix	No default value	On the next ETL cycle
elasticsearch-<data-source-id>	rest:max-content-length	100 MB	At the next run of Job_TransformGIM
elasticsearch-<data-source-id>	sources:extra	None	On the next ETL cycle
error-policy	error-policy-call-mergecall-missing	resume	On the next ETL cycle
error-policy	error-policy-campaign-group-missing	exception	On the next ETL cycle
error-policy	error-policy-cfg-check-backup-data-source	error	At the next configuration check
error-policy	error-policy-ipurpose-numberformat	resume	On the next ETL cycle
error-policy	error-policy-irf-exception	log_db_resume	On the next ETL cycle
error-policy	error-policy-irf-exception-resumable	Exception	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
error-policy	error-policy-islink-dangling	resume	On the next ETL cycle
error-policy	error-policy-islink-multiple-sources	resume	On the next ETL cycle
error-policy	error-policy-islink-multiple-targets	resume	On the next ETL cycle
error-policy	error-policy-islink-multiple-vertices	resume	On the next ETL cycle
error-policy	error-policy-islink-source-party-missing	resume	On the next ETL cycle
error-policy	error-policy-party-created-duplicated	resume	On the next ETL cycle
error-policy	error-policy-party-created-missing	resume	On the next ETL cycle
error-policy	error-policy-party-parent-missing	resume	On the next ETL cycle
gim-etl	aggregation-engine-class-name	none	On restart
gim-etl	days-to-keep-active-facts	30	At the next run of Job_TransformGIM or Job_MaintainGIM
gim-etl	days-to-keep-cfg-facts	400 or days-to-keep-gim-facts	At the next run of Job_MaintainGIM
gim-etl	days-to-keep-deleted-annex	2	At the next run of Job_MaintainGIM
gim-etl	days-to-keep-discards-and-job-history	600	At the next run of Job_MaintainGIM
gim-etl	days-to-keep-gdpr-history	15	At the next run of Job_MaintainGIM
gim-etl	days-to-keep-gidb-facts	14	At the next run of Job_MaintainGIM
gim-etl	days-to-keep-gim-facts	400	At the next run of Job_MaintainGIM
gim-etl	delayed-data-threshold	900	On the next ETL cycle
gim-etl	etl-start-date	Initialization date minus 30 days	On database initialization
gim-etl	extract-data-cfg-facts-chunk-size	90000	On the next ETL cycle for the DAP with role=ICON_CFG
gim-etl	extract-data-chunk-size	900	On the next ETL cycle
gim-etl	extract-data-max-conn	128	On the next ETL cycle
gim-etl	extract-data-stuck-threshold	28860	On the next ETL cycle
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
gim-etl	extract-data-thread-pool-size	32	On the next ETL cycle
gim-etl	extract-last-second	false	On the next ETL cycle
gim-etl	job-run-watchdog-timeout	1	
gim-etl	link-msf-userdata-mm	false	On the next ETL cycle
gim-etl	link-msf-userdata-voice	false	On the next ETL cycle
gim-etl	max-call-duration	3600	On the next ETL cycle
gim-etl	max-camp-group-session-duration-in-hours	168	On the next ETL cycle
gim-etl	max-camp-group-state-duration-in-hours	168	On the next ETL cycle
gim-etl	max-chain-processing-duration-in-hours	8	On the next ETL cycle
gim-etl	max-chunks-per-job	10	On the next ETL cycle
gim-etl	max-msfs-per-irf	50	On the next ETL cycle
gim-etl	max-parties-per-call	100	On the next ETL cycle
gim-etl	max-session-duration-in-hours	24	On the next ETL cycle
gim-etl	max-state-duration	14400	On the next ETL cycle
gim-etl	max-thread-duration-after-inactive-in-days	31	On the next ETL cycle
gim-etl	max-time-deviation	30	On the next ETL cycle
gim-etl	memory-threshold	0	Immediately
gim-etl	merge-chunk-size	200000	On the next ETL cycle
gim-etl	merge-failed-is-link-timeout	0	On the next ETL cycle
gim-etl	partitioning-ahead-range	14	At the next run of Job_MaintainGIM
gim-etl	partitioning-interval-size-gidb	86400	At the next run of Job_MaintainGIM
gim-etl	partitioning-interval-size-gidb-mm	86400 or partitioning-interval-size-gidb	At the next run of Job_MaintainGIM
gim-etl	partitioning-interval-size-gidb-ocs	86400 or partitioning-interval-size-gidb	At the next run of Job_MaintainGIM
gim-etl	partitioning-interval-size-gim	86400	At the next run of Job_MaintainGIM
gim-etl	purge-thread-pool-size	32	At the next run of Job_MaintainGIM
gim-etl	purge-transaction-size	100000	At the next run of Job_MaintainGIM
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
gim-etl	q-answer-threshold-voice	60	On the next ETL cycle
gim-etl	q-short-abandoned-threshold-voice	10	On the next ETL cycle
gim-etl	short-abandoned-threshold	10	On the next ETL cycle
gim-etl	sm-resource-state-priority	ACW, NOT_READY, BUSY, READY	On the next ETL cycle
gim-etl	user-event-data-timeout	3600	On the next ETL cycle
gim-etl-media-chat	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-chat	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-chat	short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-email	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-email	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-email	short-abandoned-threshold	10	On the next ETL cycle
gim-etl-populate	populate-irf-asm-engage-duration	false	At the next run of Job_TransformGIM
gim-etl-populate	populate-media-neutral-sm-facts	false	On the next ETL cycle
gim-etl-populate	populate-mm-ixnqueue-facts	false	On the next ETL cycle
gim-etl-populate	populate-mm-workbin-facts	true	On the next ETL cycle
gim-etl-populate	populate-sip-im-facts	false	On the next ETL cycle
gim-etl-populate	populate-sm-busy-from-mm-ixns	false	On the next ETL cycle
gim-etl-populate	populate-sm-chat-resource-activity	true	On the next ETL cycle
gim-etl-populate	populate-sm-email-resource-activity	true	On the next ETL cycle
gim-etl-populate	populate-sm-resource-session-facts	true	On the next ETL cycle
gim-etl-populate	populate-sm-resource-state-facts	true	On the next ETL cycle
gim-etl-populate	populate-sm-resource-state-reason-facts	true	On the next ETL cycle
gim-etl-populate	populate-sm-voice-	true	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
	resource-activity		
gim-etl-populate	populate-thread-facts	false	At the next run of Job_TransformGIM
gim-etl-populate	populate-workbin-as-hold	false	On the next ETL cycle
gim-export	chunk-size-seconds	86400	On the next run of Job_ExportGIM
gim-export	days-to-keep-output-files	14	On the next run of Job_ExportGIM
gim-export	encrypt-certificate	No default value	
gim-export	max-retries	3	On the next run of Job_ExportGIM
gim-export	output-directory	output	On the next run of Job_ExportGIM
gim-export	output-files-encoding	utf8	On the next run of Job_ExportGIM
gim-export	retry-delay-seconds	30	On the next run of Job_ExportGIM
gim-export	start-date	No default value	On the next run of Job_ExportGIM
gim-export	thread-pool-size	10	On the next run of Job_ExportGIM
gim-export	use-export-views	false	On the next run of Job_ExportGIM
gim-transformation	adjust-vq-time-by-strategy-time	false	At the next run of Job_TransformGIM
gim-transformation	canceled-queues	iWD_Canceled	At the next run of Job_TransformGIM
gim-transformation	cb-virtual-queue-pattern	.*	At the next run of Job_TransformGIM
gim-transformation	chunk-size	7200	At the next run of Job_TransformGIM
gim-transformation	completed-queues	iWD_Completed	At the next run of Job_TransformGIM
gim-transformation	default-ivr-to-self-service	false	At the next run of Job_TransformGIM
gim-transformation	expand-mediation-time-for-gapless	true	On the next ETL cycle
gim-transformation	fix-missing-party-links	false	At the next run of Job_TransformGIM
gim-transformation	ignored-reason-codes	INTERACTION_WORKSPACE	At the next run of Job_TransformGIM
gim-transformation	introduced-transfer-	0	At the next run of
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
	threshold		Job_TransformGIM
gim-transformation	irf-io-parallelism	4	At the next run of Job_TransformGIM
gim-transformation	ixn-data-limit	10000	At the next run of Job_TransformGIM
gim-transformation	kafka-idle-timeout	10 (seconds)	On the next ETL cycle
gim-transformation	kafka-query-end-offsets	false	On the next ETL cycle
gim-transformation	link-vrp-vq-msf-to-irf	false	At the next run of Job_TransformGIM
gim-transformation	msf-target-route-thru-queue	false	At the next run of Job_TransformGIM
gim-transformation	ocs-allowed-lateness	PT0S	On the next ETL cycle
gim-transformation	ocs-caf-aggregates-calls	true	At the next run of Job_TransformGIM
gim-transformation	ocs-chain-history-limit	5000	At the next run of Job_TransformGIM
gim-transformation	ocs-dial-sched-time	last	At the next run of Job_TransformGIM
gim-transformation	pipeline-timeout-in-hours	1	At the next run of Job_TransformGIM
gim-transformation	routing-target-regular-dn-fold-external	true	At the next run of Job_TransformGIM
gim-transformation	show-non-queue-mediation-mm	false	On the next ETL cycle
gim-transformation	stop-ixn-queues	No default value	At the next run of Job_TransformGIM
gim-transformation	ud-io-parallelism	5	At the next run of Job_TransformGIM
kafka-<cluster-name>	bootstrap.servers	No default value	On the next ETL cycle
kafka-<cluster-name>	g:topic:<topic-name>	No default value	On the next ETL cycle
log	standard	network	Immediately
log	verbose	standard	Immediately
log4j	console-pattern-layout	%d{ISO8601} %-5p %-12t %m%n	Immediately
log4j	file-pattern-layout	%d{ISO8601} %-5p %-12t %m%n	Immediately
log4j	log-file-name	gim_etl.log	Immediately
log4j	log4j.appender.ConsoleLogger.Threshold	info	Immediately
log4j	logging-level	info	Immediately
log4j	max-backup-index	10	Immediately
log4j	max-log-file-size	50MB	Immediately
schedule	aggregate-duration	5:00	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
schedule	aggregate-schedule	0 1	Immediately
schedule	etl-end-time	22:00	Immediately
schedule	etl-frequency	1	On the next ETL cycle
schedule	etl-start-time	06:00	Immediately
schedule	export-schedule	20 0/8	Immediately
schedule	maintain-start-time	03:00	Immediately
schedule	on-demand-migration	false	When Genesys Info Mart next enters the migration state
schedule	run-aggregates	false	Immediately
schedule	run-export	false	Immediately
schedule	run-maintain	true	Immediately
schedule	run-scheduler	false	Immediately
schedule	run-update-stats	false	Immediately
schedule	timezone	GMT	Immediately
schedule	update-stats-schedule	0/10 *	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Other Configuration Objects

Database Access Point (DAP)

The following options are configured at the DAP level (in other words, on the DAP object).

Section	Option	Default	Changes Take Effect
gim-etl	agg-jdbc-url	No default value	On restart of the Genesys Info Mart Server.
gim-etl	cp-reuse-count	-1	On restart of the Genesys Info Mart Server
gim-etl	default-schema	No default value	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
gim-etl	geo-location	""	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
gim-etl	jdbc-host	No default value	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
gim-etl	jdbc-port	1433 (for Microsoft SQL Server), 1521 (for Oracle), or 5432 (for PostgreSQL)	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
gim-etl	jdbc-sid	No default value	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
gim-etl	jdbc-url	No default value	For an extraction DAP, at the next run of the extraction job for the particular data domain; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
gim-etl	role	No default value	For an extraction DAP, the next time that extraction jobs are launched; for the Info Mart DAP, on restart of the Genesys Info Mart Server.
Section	Option	Default	Changes Take Effect

Switch

The following options are configured at the Switch level (in other words, on the Switch object).

Section	Option	Default	Changes Take Effect
gim-etl	factor-dnd-into-sm-resource-states	false (for voice-handling and SIP switches); true (for multimedia-handling switches)	On the next ETL cycle
gim-etl	network-switch	false	At the next run of Job_ExtractICON
gim-etl	q-answer-threshold-voice	60	On the next ETL cycle
gim-etl	q-short-abandoned-threshold-voice	10	On the next ETL cycle
gim-etl-media-chat	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-chat	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-email	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-email	q-short-abandoned-threshold	10	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Media Type Business Attribute

The following options are configured on the Media Type business attribute.

Section	Option	Default	Changes Take Effect
gim-etl-media	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media	short-abandoned-threshold	10	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

DN

The following options are configured at the DN level (in other words, on the DN object).

Section	Option	Default	Changes Take Effect
gim-etl	link-msf-userdata	false	On the next ETL cycle
gim-etl	q-answer-threshold-	60	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
	voice		
gim-etl	q-short-abandoned-threshold-voice	10	On the next ETL cycle
gim-etl-media-chat	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-chat	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-email	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-email	q-short-abandoned-threshold	10	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Script

The following options are configured at the Script level (in other words, on the Script object).

Section	Option	Default	Changes Take Effect
gim-etl	link-msf-userdata	false	On the next ETL cycle
gim-etl-media-chat	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-chat	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-media-email	q-answer-threshold	60	At the next run of Job_TransformGIM
gim-etl-media-email	q-short-abandoned-threshold	10	On the next ETL cycle
gim-etl-populate	populate-mm-ixnqueue-facts	false	On the next ETL cycle
gim-etl-populate	populate-mm-workbin-facts	true	On the next ETL cycle
Section	**Option**	**Default**	**Changes Take Effect**

Field

The following options are configured indirectly (through ICON) at the Field level (in other words, on the Field object).

Section	Option	Default	Changes Take Effect
gim-etl-mapping	column-name	No default value	On the next ETL cycle
gim-etl-mapping	table-name	No default value	On the next ETL cycle
Section	Option	Default	Changes Take Effect