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Reporting and Analytics Aggregates

Switch Options

Switch Options

Settings on the switch affect both ICON and Genesys Info Mart/Reporting and Analytics Aggregates (RAA) reporting. Switch options that directly affect RAA functioning are contained in the following configuration sections, configured on the **Annex** of Switch objects:

- `agg-gim-thld-QUEUE-IXN`

There are additional ICON-related Switch options that affect reporting. For full information about configuring switches for ICON and Genesys Info Mart/RAA, see [Configuring Switch Objects](#).

agg-gim-thld-QUEUE-IXN Section

- `<media>`
- `default`

<media>

Default Value: The value specified by the default option.

Valid Values: Same as the default option.

Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:

```
voice=5,15,30,5,15,30
```

For the named media only, the value of this option overrides the previously defined default.

default

Default Value: 5,15,15,5,15,15

Valid Values: a, b, c, d, e, f where each letter represents an integer from 0 to $2^{31} - 1$ that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle.

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

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