Genesys Info Mart

DN Options

4/2/2025

DN Options

Settings on DNs affect both ICON and Genesys Info Mart reporting. The Genesys Info Mart–related options described on this page enable you to control reporting behavior at the level of individual virtual or ACD queues. The options are contained in the following configuration sections, configured on the **Annex** of DN objects:

- gim-etl
- gim-etl-media-chat
- gim-etl-media-email

There are additional ICON-related DN options that affect reporting. For full information about configuring DNs for ICON and Genesys Info Mart, see Configuring DN Objects.

> ## Tip
> For Genesys Info Mart–related options that you configure in a DN object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

> ## Important
> The ***-threshold** options described on this page do not control the thresholds used for aggregation. For information about the options that do control aggregation-specific thresholds, see the *Reporting and Analytics Aggregates Deployment Guide*.

gim-etl Section

- link-msf-userdata
- q-answer-threshold-voice
- q-short-abandoned-threshold-voice

link-msf-userdata

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Introduced: 8.1.2
Related Options: link-msf-userdata-voice and link-msf-userdata-mm

Specifies whether associated user data will be stored in mediation segment facts (MSFs) for interactions that are in mediation at this DN (in other words, in this queue), including user data for interactions that are not distributed to a handling resource after the mediation.

- **true**—MSFs will store associated user data.

- **false**—MSFs will not store associated user data.

Setting **link-msf-userdata** at the DN level overrides the link-msf-userdata-voice and link-msf-userdata-mm options on the Genesys Info Mart Application object.

q-answer-threshold-voice

Default Value: 60
Valid Values: Any integer in the range of 1 to 10000
Changes Take Effect: On the next ETL cycle
Dependencies: None

On a DN of type ACD Queue or Virtual Queue, specifies the default duration, in seconds, that is used as a target time to answer voice interactions that were distributed by the virtual queue or ACD queue. This setting overrides the value of the option with the same name configured on the Application or Switch objects.

q-short-abandoned-threshold-voice

Default Value: 10
Valid Values: 1-1000
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.003

On a DN of type ACD Queue or Virtual Queue, specifies the maximum duration of mediation, in seconds, that is used to indicate that an interaction that was abandoned while in a queue should be considered a "short" abandon. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the MEDIATION_SEGMENT_FACT (MSF) row for voice interactions that are abandoned in this virtual queue or ACD queue.

This setting overrides a value that is set on the Application or Switch objects.

In releases earlier than 8.5.003, this value could not be set on an individual DN object.

For similar options that control equivalent thresholds for multimedia interactions, see the gim-etl-media-chat Section and the gim-etl-media-email Section.

gim-etl-media-chat Section

- q-answer-threshold
- q-short-abandoned-threshold

q-answer-threshold

Default Value: 60
Valid Values: 1-600000
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

On a DN of type Virtual Queue, specifies the default duration, in seconds, that is used as a target time to accept a chat interaction that entered the queue.

This setting overrides the value of the option with the same name configured on the Application, tenant-specific Media Type Business Attribute, or Switch objects.

q-short-abandoned-threshold

Default Value: 10
Valid Values: 1-1000
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.003

On a DN of type Virtual Queue, specifies the maximum duration of mediation, in seconds, that is used to indicate that a chat interaction that was abandoned while in the queue should be considered a "short" abandon. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the MSF row for chat interactions that are abandoned in virtual queues.

This setting overrides the value of the option with the same name configured on the Application, tenant-specific Media Type Business Attribute, or Switch objects.

In releases earlier than 8.5.003, this value could not be set on an individual DN object.

gim-etl-media-email Section

- q-answer-threshold
- q-short-abandoned-threshold

q-answer-threshold

Default Value: 60
Valid Values: 1-600000
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

On a DN of type Virtual Queue, specifies the default duration, in seconds, that is used as a target time to accept an email interaction that entered the queue. This setting overrides the value of the option with the same name configured on the Application, tenant-specific Media Type Business Attribute, or Switch objects.

q-short-abandoned-threshold

Default Value: 10
Valid Values: 1-1000
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.003

On a DN of type Virtual Queue, specifies the maximum duration of mediation, in seconds, that is used to indicate that an email interaction that was abandoned while in the queue should be considered a "short" abandon. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the MSF row for email interactions that are abandoned in virtual queues.

This setting overrides the value of the option with the same name configured on the Application, tenant-specific Media Type Business Attribute, or Switch objects.

In releases earlier than 8.5.003, this value could not be set on an individual DN object.