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Genesys Info Mart

Media Type Business Attribute Options

Media Type Business Attribute Options

A separate Media Type Business Attribute is configured for each media type for each tenant. The Genesys Info Mart-related options described on this page enable you to specify separate thresholds for different types of multimedia interactions (Genesys eServices interactions as well as 3rd Party Media interactions) for different tenants.

For more information about configuring Genesys Info Mart-related options for Media Types, see [Configuring Media Type Business Attributes](#).

Tip

For Genesys Info Mart-related options that you configure in a Media Type Business Attribute object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

gim-etl-media Section

An option configured at the tenant level overrides the setting of that same option at the application level (in other words, on the Application object), implementing media-specific thresholds for multimedia interactions for a specific tenant.

- [q-answer-threshold](#)
- [q-short-abandoned-threshold](#)
- [short-abandoned-threshold](#)

q-answer-threshold

Default Value: 60

Valid Values: 1-600000

Changes Take Effect: At the next run of Job_TransformGIM

For multimedia interactions of the particular media type for the particular tenant, specifies the default duration, in seconds, that is used on all configured queues as a target time to accept a multimedia interaction that entered a queue.

This setting overrides a value that is set in the Genesys Info Mart Application object. The tenant-level value can, in turn, be overridden for virtual queues by an option with the same name configured on the Switch or individual Virtual Queue DN objects or, for interaction queues or workbins, by an option with the same name configured on the individual Script objects.

q-short-abandoned-threshold

Default Value: 10

Valid Values: 1-1000

Changes Take Effect: On the next ETL cycle

Introduced: 8.5.003

For multimedia interactions of the particular media type for the particular tenant, specifies the maximum duration of mediation, in seconds, that is used on all configured queues to indicate that an interaction that was abandoned while in an interaction queue or workbin 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 multimedia interactions that are abandoned in a virtual queue, interaction queue, or workbin.

This setting overrides a value that is set in the Genesys Info Mart Application object. The tenant-level value can, in turn, be overridden for virtual queues by an option with the same name configured on the Switch or individual Virtual Queue DN objects or, for interaction queues or workbins, by an option with the same name configured on the individual Script objects.

In releases earlier than 8.5.003, this value could not be set on a DN or Script object.

short-abandoned-threshold

Default Value: 10

Valid Values: 0-60

Changes Take Effect: On the next ETL cycle

For interactions of the particular media type for the particular tenant, specifies the minimum duration, in seconds, of an abandoned multimedia interaction in order for it to be considered truly abandoned. Genesys Info Mart uses this value to determine the state of SHORT_ABANDONED_FLAG in the IRF row.

This setting overrides a value that is set in the Genesys Info Mart Application object.