Genesys Info Mart

Switch Options

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Switch Options

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

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

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

> ### 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

Use this configuration section to set Genesys Info Mart–related options on the Switch object that handles voice or multimedia interactions.

- factor-dnd-into-sm-resource-states
- network-switch
- q-answer-threshold-voice
- q-short-abandoned-threshold-voice

factor-dnd-into-sm-resource-states

Default Value: false (for voice-handling and SIP switches); true (for multimedia-handling switches)
Valid Values: true, false
Changes Take Effect: On the next ETL cycle

Specifies whether DND (do-not-disturb) status for a resource on a given switch is factored into resource states and reasons.

- **false** (default for voice and SIP switches)—Genesys Info Mart does not factor DND into summarized resource states and reasons.
- **true** (default for eServices/Multimedia switches)—Genesys Info Mart does factor DND into summarized resource states and reasons.

When the value is t rue, DND will be reported only if it occurs within an agent's session relative to a given media type. DND that is set in a Multimedia login session prior to the addition of any media will not be reported.

If you change the value of this option, the new option value is not applied to previously loaded facts.

network-switch

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_ExtractICON
Discontinued: 8.x for Genesys Info Mart purposes (the option has no effect)

Specifies whether the switch is a network switch.

q-answer-threshold-voice

Default Value: 60
Valid Values: 1-10000
Changes Take Effect: On the next ETL cycle
Dependencies: None

Specifies the default duration, in seconds, that is used as a target time to answer voice interactions that were distributed by virtual queues or ACD queues configured on the switch.

This setting overrides the value of the option with the same name configured on the Genesys Info Mart Application object. The switch-level value can, in turn, be overridden by an option with the same name configured on the individual DN queue objects.

If you change the value of this option, the new option value is not applied to previously loaded facts.

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

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

For all queues that are configured on this switch, 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 a virtual queue or ACD queue.

This setting overrides a value that is set in the Genesys Info Mart Application object. The switch-level value can, in turn, be overridden by an option with the same name configured on the individual DN queue objects.

If you change the value of this option, the new option value is not applied to previously loaded facts.

In releases earlier than 8.5.003, this value could not be set on an individual Switch 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

Use this configuration section to set Genesys Info Mart–related options for Genesys Chat on the Switch object that handles multimedia interactions. Media-specific configuration sections enable you to specify separate thresholds for different types of multimedia interactions.

- 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

For all Virtual Queue DNs configured on the switch, specifies the default duration, in seconds, that is used as a target time to accept a chat interaction that entered a queue.

This setting overrides a value that is set in the Genesys Info Mart Application object or the tenant-level Media Type Business Attribute. The switch-level value can, in turn, be overridden for individual

virtual queues by an option with the same name configured on Virtual Queue DN 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 all Virtual Queue DNs configured on the switch, specifies the maximum duration of mediation, in seconds, that is used to indicate that an interaction that was abandoned while in a virtual 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 multimedia interactions that are abandoned in a virtual queue.

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

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

If you change the value of this option, the new option value is not applied to previously loaded facts.

gim-etl-media-email Section

Use this configuration section to set Genesys Info Mart–related options for Genesys E-mail on the Switch object that handles multimedia interactions. Media-specific configuration sections enable you to specify separate thresholds for different types of multimedia interactions.

- 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

For all Virtual Queue DNs configured on the switch, specifies the default duration, in seconds, that is used as a target time to accept an email interaction that entered a queue.

This setting overrides a value that is set in the Genesys Info Mart Application object or the tenant-level Media Type Business Attribute. The switch-level value can, in turn, be overridden for individual virtual queues by an option with the same name configured on Virtual Queue DN 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 all Virtual Queue DNs configured on the switch, specifies the maximum duration of mediation, in seconds, that is used to indicate that an interaction that was abandoned while in a virtual 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 multimedia interactions that are abandoned in a virtual queue.

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

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

If you change the value of this option, the new option value is not applied to previously loaded facts.