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Genesys Info Mart

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gim-etl-media-chat Section

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Media-specific configuration sections enable you to specify separate thresholds for different types of multimedia interactions (Genesys eServices interactions as well as 3rd Party Media interactions).

By default, the Genesys Info Mart application template includes the **[gim-etl-media-chat]** section and options, for specifying thresholds for Genesys eServices chat interactions.

If you want to customize thresholds for other media types, add the applicable media-specific configuration section(s) and options on the **Options** tab of the Genesys Info Mart Application object. Name the section **[gim-etl-media-<media type>]**, where **<media type>** exactly matches the predefined name of the Media Type Business Attribute, including case (for example, **[gim-etl-media-fax]**).

Each media-specific configuration section can contain any of the following options.

q-answer-threshold

Default Value: 60

Valid Values: 1-600000

Changes Take Effect: At the next run of Job_TransformGIM

Dependencies: None

Specifies the default duration, in seconds, that is used on all configured queues as a target time to accept a chat interaction that entered a queue. Genesys Info Mart uses the option setting in the Genesys Info Mart Application object unless you override this value by configuring an option that has the same name in the interface you use for configuration:

- On a Media Type Business Attribute for a particular tenant, for interactions of that media type for that tenant.
- On a Switch object, for all virtual queues that belong to that switch, or on an individual Virtual Queue DN object, for chat interactions that come through that virtual queue.
- On an individual Script object that corresponds to a particular Multimedia Interaction Queue or Multimedia Interaction Workbin, for chat interactions that come through an interaction queue or workbin.

q-short-abandoned-threshold

Default Value: 10

Valid Values: 1-1000

Changes Take Effect: On the next ETL cycle

Dependencies: None

Modified: 8.5.003

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 a 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, Interaction Queue, or Workbin.

Genesys Info Mart uses the option setting in the Genesys Info Mart Application object unless you override this value by configuring an option that has the same name in the interface you use for configuration:

- On a Media Type Business Attribute for a particular tenant, for interactions of that media type for that tenant.
- Starting with release 8.5.003, on a Switch object, for all virtual queues that belong to that switch, or on an individual Virtual Queue DN object, for chat interactions that come through that virtual queue.
- Starting with release 8.5.003, on an individual Script object that corresponds to a particular Multimedia Interaction Queue or Multimedia Interaction Workbin, for chat interactions that come through an interaction queue or workbin.

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

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

short-abandoned-threshold

Default Value: 10

Valid Values: 0-60

Changes Take Effect: On the next ETL cycle

Dependencies: None

Specifies the minimum duration, in seconds, of an abandoned chat 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. Genesys Info Mart uses the option setting in the Genesys Info Mart Application object unless you override this value by configuring an option that has the same name in the interface you use for configuration:

- On a Media Type Business Attribute for a particular tenant, for interactions of that media type for that tenant.

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

Tip

The same option in the **[gim-etl]** section controls the equivalent threshold for voice interactions.