Genesys Info Mart

gim-transformation Section

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Use this configuration section to specify options that are related to transformation.

adjust-vq-time-by-strategy-time

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

Starting with release 8.1.1, specifies whether Genesys Info Mart will adjust the mediation duration in MSFs for virtual queues to include time that was spent in strategies but not in associated virtual queues—for example, if an interaction spends 3 minutes in a strategy and is in a virtual queue for 2 of those minutes, whether the MSF for the virtual queue will report the duration as 3 minutes or 2 minutes.

- **false**—Genesys Info Mart never includes strategy time that is outside the virtual queue in the mediation duration. This setting means that there might be gaps between the end time of the MSF for a virtual queue that is used by a strategy and the IRF that follows the strategy's routing, or between the start time of the MSF for a virtual queue and the end time of a previous MSF (for example, the MSF for an Interaction Workbin).

- **true**—Genesys Info Mart includes strategy time that is outside the virtual queue in the mediation duration in MSFs for virtual queues.

In multimedia scenarios in which an interaction is bounced between a mediation resource (for example, an Interaction Queue or a Workbin) and a strategy, as the strategy retries busy agents

repeatedly, this option comes into effect only for the virtual queue that is associated with the last strategy party, before the interaction is routed successfully or else terminated. Genesys Info Mart does not report on virtual-queue activity that overlaps the repeated interim mediations.

canceled-queues

Default Value: iWD_Canceled
Valid Values: A comma-separated list of queue names
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.1.3

In multimedia deployments that use archive queues in their business processes, specifies the Interaction Queues that are used as archives for canceled interactions. When an interaction is placed into one of these queues, Genesys Info Mart considers the interaction to be terminated. The transformation job assigns the technical result/reason combination of COMPLETED/CANCELED in the IRF of the handling resource that placed the interaction in the queue, and Genesys Info Mart excludes the interaction from further processing.

The option was introduced in release 8.1.3. In earlier 8.x releases, Genesys Info Mart handled these situations as transfers to a queue.

The option parallels the **completed-queues** configuration option available in Interaction Server. The default value of the Genesys Info Mart option matches the archive queue for canceled interactions in the default business process for the Genesys intelligent Workload Distribution (iWD) solution.

cb-virtual-queue-pattern

Default Value: .*
Valid Values: Any Java regular expression
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.015.19

Specifies a pattern for the names of virtual queues used for callbacks. The option enables you to fine-tune Genesys Info Mart behavior with respect to excluding callback virtual queues from mediation reporting. Use any Java regular expression to specify the pattern.

Examples

For this result in accepted callback scenarios...	...use this option value
Exclude all callback-related virtual queue activity that ended after termination of the original call. (This is the default value, which is consistent with legacy behavior.)	.*
Exclude callback-related activity in the virtual queue named *CallbackQueue* if it ended after termination of the original call.	CallbackQueue
Exclude callback-related activity in virtual queues that start with *CallbackQueue* (for example, CallbackQueue1, CallbackQueue2, and so on), if the virtual queue activity ended after termination of the original call.	CallbackQueue.*

For this result in accepted callback scenarios...	...use this option value
Do not exclude any virtual queues.	x^ or any pattern that won't match any virtual queue

chunk-size

Default Value: 7200
Valid Values: Any nonnegative integer
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.013.06
Modified: .5.015.19 (behavior changed with respect to Elasticsearch data)

Specifies the maximum size of the time interval, in seconds, for which transformed data is committed in one transaction.

- For data that comes through ICON and IDB, the option applies to transformation of Multimedia and Outbound Contact details.

    - A value of 0 means that the transformation job takes chunks from GIDB based on extraction high-water marks (HWMs) and audit keys generated by the extraction job. In this case, the transformation chunk size does not exceed the chunk size for extraction, as specified by the **extract-data-chunk-size** option.

    - A value greater than 0 means that the transformation job takes chunks from GIDB based on the value of **chunk-size** and the previous transformation HWM, without regard to audit keys set by the extraction job.

- For data that comes through Elasticsearch:

    - In releases earlier than 8.5.015.19, the transformation job always uses the value of **extract-data-chunk-size** to set the chunk size for transformation.

    - Starting with release 8.5.015.19, the transformation job uses the smaller of **extract-data-chunk-size** and **chunk-size** to determine the chunk size to use for Elasticsearch data transformation.

- For data that comes through Kafka, starting with release 8.5.015.19 the chunk size logic is similar to the logic applied to Elasticsearch data.

For data that comes from IDB, Genesys expects that the value of **chunk-size** (default value 2 hours) will usually be greater than the value of **extract-data-chunk-size** (default value 15 minutes). When Genesys Info Mart extraction and transformation are running normally with frequent ETL cycles, the amount of data available for transformation is smaller than the **chunk-size** option, and all available data is transformed. In cases where there is a transformation backlog, a **chunk-size** value greater than **extract-data-chunk-size** will enable transformation to catch up with extraction quickly.

However, attempting to transform a large amount of data in one chunk can lead to performance issues or OutOfMemory errors. In cases where there is a very large backlog or where a very large quantity of data has been extracted (for example, because **extract-data-chunk-size** has been set to a large value and/or "runaway strategy" scenarios have occurred), temporarily reducing the value of the **chunk-size** option, even to a value smaller than **extract-data-chunk-size**, enables Genesys Info Mart to process abnormally large amounts of data more efficiently, eventually catching up with extraction.

completed-queues

Default Value: iWD_Completed
Valid Values: A comma-separated list of queue names
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.1.3

In multimedia deployments that use archive queues in their business processes, specifies the Interaction Queues that are used as archives for completed interactions. When an interaction is placed into one of these queues, Genesys Info Mart considers the interaction to be terminated. The transformation job assigns the technical result/reason combination of COMPLETED/ARCHIVED in the IRF of the handling resource that placed the interaction in the queue, and Genesys Info Mart excludes the interaction from further processing.

The option was introduced in release 8.1.3. In earlier 8.x releases, Genesys Info Mart handled these situations as transfers to a queue.

The option parallels the **completed-queues** configuration option available in Interaction Server. The default value of the Genesys Info Mart option matches the archive queue for completed interactions in the default business process for the Genesys iWD solution.

default-ivr-to-self-service

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

Specifies how Genesys Info Mart will treat IVRs when the IPurpose attached data KVP is not defined, or when it has an incorrect value.

- **false**—The IVR is treated as a nonself-service IVR (in other words, as a mediation device).

- **true**—The IVR is treated as a self-service IVR (in other words, as a handling resource).

expand-mediation-time-for-gapless

Default Value: true
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.002
Modified: 8.5.003 (default value changed from *false* to *true*)
Discontinued: 8.5.007 (replaced by show-non-queue-mediation-mm)

In eServices deployments in which routing activities are performed without the use of virtual queues, enables or disables reporting of the time that a multimedia

interaction spends in a routing strategy as mediation time. To prevent a reporting gap between the end of mediation at the Interaction Queue and the start of handling by the agent, set this option to t rue. If routing involves more than one Interaction Queue, this configuration also removes a reporting gap between the end of the MSF for one Interaction Queue and the start of the MSF for another Interaction Queue.

- **false**—The time that an interaction spends in a routing strategy will not be reflected in the MSF record for the Interaction Queue.

- **true**—The time that an interaction spends in a routing strategy will be included in the MSF record for the Interaction Queue. If virtual queues are configured to route certain interactions, an additional, separate MSF record represents the interaction's placement in a virtual queue, and the duration of the virtual-queue MSF might also be adjusted.

In release 8.5.003, the default value of the option was changed to t rue, to ensure there is no gap during user data collection for mediations of active multimedia interactions that have not yet been handled. With the new default behavior, in releases 8.5.003 through 8.5.006 you must overtly disable **expand-mediation-time-for-gapless** if your multimedia deployment uses virtual queues and you do not want the durations of MSFs for virtual queues to be adjusted to eliminate gaps.

In release 8.5.007, when the Genesys Info Mart implementation of gapless mediation reporting changed, **expand-mediation-time-for-gapless** was replaced by **show-non-queue-mediation-mm**.

fix-missing-party-links

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.015.23

In multimedia deployments, specifies whether Genesys Info Mart will fill data gaps caused by missing party information in ICON data, to reduce the number of redundant records in the MSF table.

- **true**—Genesys Info Mart fills in missing party information and consolidates mediation activity into a reduced number of MSF records, which more meaningfully reflect mediation intent.

- **false**—Genesys Info Mart does not apply the logic to infer missing party information. As a result, Genesys Info Mart might create unnecessary MSF records and might report misleading mediation durations. (This is the default value, which preserves previous behavior.)

The option affects Genesys Info Mart reporting in scenarios in which parent party or other party information is missing when an interaction repeatedly enters the same interaction queue or virtual queue—for example, because of strategy behavior following routing timeouts, or because ICON or Universal Routing Server (URS) was restarted while the interaction was in the queue.

ignored-reason-codes

Default Value: INTERACTION_WORKSPACE
Valid Values: A comma-separated list of reason codes
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.1.4

Specifies agent-state reason codes that will be ignored by reporting. Each reason code that you specify must exactly match the key name for that reason code. Any hardware or software reason code keys specified by this option will not appear in the RESOURCE_STATE_REASON and SM_RES_STATE_REASON_FACT tables.

The option was introduced in release 8.1.4.

The default value means that Genesys Info Mart will ignore reason codes with a key name of INTERACTION_WORKSPACE, which Genesys License Reporting Manager (LRM) attaches to indicate that Genesys Workspace Desktop Edition—formerly known as Interaction Workspace (IWS)—is being used. This reason code is seldom useful for business reporting.

The option value applies only to agent-state reason codes that have not already begun transformation. Changing the option value does not affect agent-state reason data that has already been transformed, even if the agent-state reason was not yet finished when it was transformed.

introduced-transfer-threshold

Default Value: 0
Valid Values: Any nonnegative integer
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.001

Specifies a time threshold, in seconds, for Genesys Info Mart to treat a conference as an introduced transfer. If the conference initiator's participation is less than the threshold, while the receiving agent continues on the call, Genesys Info Mart treats this call flow as a special case of transfer. The option applies only to voice calls.

In deployments with business processes that require a transferring agent to introduce the customer to another agent before transferring the call, the option enables you to identify this call flow as an introduced transfer. The IRFs for the receiving and introducing agent in an introduced transfer have technical descriptor combinations for transfers, but with a role reason or technical result reason of IntroducedTransfer. Similarly, IRF metrics for the agents accrue as they do for transfers.

The default value means that Genesys Info Mart will treat this call flow as a short conference, which the initiating agent happens to leave first. In this case, the IRFs for the conference part of the receiving and introducing agents' activity will have the usual technical descriptor combinations and metrics for conferences.

Genesys Info Mart supports both single-step and two-step introduced transfers, but support for single-step introduced transfers is limited to deployments in which ICON 8.1.500.04 or higher supports single-step conference (see the *Interaction Concentrator 8.1.x Release Note*).

irf-io-parallelism

Default Value: 4
Valid Values: Any positive integer
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

Specifies the number of parallel reading processes for IRF transformation. The optimal value of this option depends on DBMS tuning and available resources.

ixn-data-limit

Default Value: 10000
Valid Values: 0 or any positive integer, where 0 means there is no limit imposed
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.014.19

If positive, the value imposes a limit on the number of input records—such as calls, links, virtual queues, or party histories—that can be associated with a particular interaction. If the actual number of records exceeds the configured limit, error message 55-20106 is logged, and the interaction is discarded. The option currently applies only to voice interactions.

> ### Important
> Do not change this value unless directed to do so by Genesys Customer Care.

Consider setting an alarm on log message 55-20106, so that you can correct problematic scenarios that result in excessive numbers of records.

kafka-idle-timeout

Default Value: 10 (seconds)
Valid Values: A number (of seconds) or duration in ISO 8601 format
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.011.23

Specifies the idle timeout for polling Kafka records. If polling does not return any records within the timeout, Genesys Info Mart stops polling Kafka until the next ETL cycle.

In releases earlier than 8.5.011.23, the timeout was hard-coded, with a value of 2 seconds. In high-latency networks, the hard-coded value sometimes caused Genesys Info Mart to skip transformation of Kafka records, even if data was available.

link-vrp-vq-msf-to-irf

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.004.09

Enables linking of the MSF record for a virtual queue to the IRF record for the target agent, with a technical result of `Diverted/AnsweredByAgent`, in scenarios where a nonself-service IVR port uses a virtual routing point for routing operations, and the strategy includes a virtual queue.

The default value of `false` preserves the existing behavior of not linking the MSF record to the agent's IRF record, and assigning a technical result of `Diverted/Unspecified`.

> ### Important
> Do not change this value unless directed to do so by Genesys Customer Care.

msf-target-route-thru-queue

Default Value: false
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

Specifies which party is recorded as the target of mediation in the MSF table in "route-thru-queue" scenarios—scenarios in which a call is routed from a Routing Point through an ACD queue to an agent, using Direct Agent Call functionality (such as Avaya's).

- **true**—Genesys Info Mart considers the next handling resource to be the target. In other words, Genesys Info Mart considers the party to which the ACD queue eventually diverts the call to be the target of the virtual-queue distribution as well. In the previously described scenario, the target would be the agent to whom the ACD queue diverts the call.

- **false**—Genesys Info Mart uses the party immediately following the Routing Point as the target. In the previously described scenario, the target would be the ACD queue.

This option affects the technical results and targets that are reported in the MSF records for virtual queues and ACD queues, as well as the mediation segments and resources that are referenced in the IRF record. For more information, see the section about populating MSFs in the *Genesys Info Mart User's Guide*.

ocs-caf-aggregates-calls

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM

Dependencies: None
Introduced: 8.5.015.07

Specifies whether Genesys Info Mart will create separate CONTACT_ATTEMPT_FACT (CAF) records or a single, aggregated CAF record for calls dialed in the context of the same CALL_ATTEMPT_GUID.

- **true**—Genesys Info Mart will create a single CAF record for all outbound calls dialed as part of the same attempt to reach a customer. If there are multiple calls, CAF.CALLID refers to the last dialed call.

- **false**—Genesys Info Mart will create a separate CAF record for each outbound call dialed as part of the same attempt to reach a customer. This nondefault value reflects Genesys Info Mart behavior prior to release 8.5.015.07.

ocs-chain-history-limit

Default Value: 5000
Valid Values: 0 or any positive integer, where 0 means there is no limit imposed
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.014.14

If positive, the value imposes a limit on the number of GIDB_GO_FIELDHIST or GIDB_GO_CHAINREC_HIST records that can be associated with a particular CHAINGUID. If the actual number of records exceeds the configured limit, error message 55-20176 is logged, and the chain is ignored.

The option was introduced to prevent OutOfMemory errors during transformation in scenarios where suboptimal SCXML logic results in an excessive number of redial attempts. For example, when an internal case gets reopened from the closed state and the result of the dialed call to the customer is NO_ANSWER, if SCXML keeps adding a record to the calling list and Outbound Contact Server (OCS) keeps dialing the number until the customer answers the call, there can be a very large number of GIDB_GO_FIELDHIST and GIDB_GO_CHAINREC_HIST records for this one CHAINGUID.

Consider setting an alarm on log message 55-20176, so that you can correct problematic scenario logic if necessary.

ocs-dial-sched-time

Default Value: last
Valid Values: last, first
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.116.26

Specifies which value of the OCS **dial_sched_time** field will be recorded in the DIAL_SCHED_TIME and DIAL_SCHED_TIME_KEY columns in the CONTACT_ATTEMPT_FACT (CAF) table:

- last — Genesys Info Mart will use the last value OCS recorded in the **dial_sched_time** field during the contact attempt. This means the CAF record will show the scheduled dial time of the next attempt. This is the default value, which preserves legacy behavior.

- first — Genesys Info Mart will use the initial value OCS recorded in the **dial_sched_time** field during the

contact attempt. This means the CAF record will show the dial time scheduled for the attempt that is the subject of the record.

pipeline-timeout-in-hours

Default Value: 1
Valid Values: Any positive integer
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.1.3

Specifies the maximum expected duration, in hours of single execution transformation pipeline. If timeout is exceeded, GIM will try to abort pipeline and fail transformation job.

Single transformation pipeline refers to the separate pipelines for in-memory transformation of separate data streams, such as for voice, multimedia, Outbound Contact, and agent data.

The option was introduced in release 8.1.3, with the default value set to preserve legacy behavior. For performance reasons, Genesys recommends that you retain the default value unless Genesys Customer Care advises you to change it.

routing-target-regular-dn-fold-external

Default Value: true
Valid Values: true, false
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.5.008.25

Controls whether Genesys Info Mart populates ROUTING_TARGET records for each distinct regular external DN, or folds them into a single record.

- true — Genesys Info Mart creates a single ROUTING_TARGET record with TARGET_OBJECT_SELECTED = EXTERNAL, to represent the routing target dimension for all regular external DNs used as routing targets.

- false — Genesys Info Mart creates separate ROUTING_TARGET records for each distinct regular external DN used as a routing target. (This is the legacy behavior.)

In deployments that include Callback reporting, Genesys strongly recommends retaining the default value of true. Otherwise, the large number of callbacks to external phone numbers, each of which is identified as a separate target selected for routing, results in an explosion of records in the ROUTING_TARGET dimension that are not significant for reporting.

show-non-queue-mediation-mm

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Dependencies: None

Introduced: 8.5.007 (replaces expand-mediation-time-for-gapless)

In eServices deployments, controls whether all mediation time for multimedia interactions, even mediation time that does not occur within a queue, is represented by an MSF.

- **false** — MSFs for multimedia interactions are focused only on the portion of the mediation time that occurs in a queue, whether it is an Interaction Queue or a virtual queue. There may be gaps in time between MSFs, because the multimedia interaction may not be in a queue, or may not be in a queue that is represented in Genesys Info Mart with an MSF.

- **true** — Provided that there is an MSF for the first Interaction Queue in a mediation (which is true for mediation time of unhandled interactions), all mediation time for multimedia interactions that occurs after the first Interaction Queue, even mediation time that does not occur within a queue, is represented by one or more MSFs. Additional, non-queue MSFs are created for multimedia interactions to represent mediation time that occurs outside an Interaction Queue MSF — for example, mediation time that occurs after an MSF for an Interaction Queue, when a routing strategy is attempting to find a routing target without the use of a virtual queue.

For multimedia interactions, mediation that occurs in a virtual queue is always represented in Genesys Info Mart by an MSF. However, depending on the setting for **populate-mm-ixnqueue-facts**, mediation that occurs in an Interaction Queue might not be represented by an MSF; in fact, often it is not. When **show-non-queue-mediation-mm** is set to true, the additional MSFs that are created occur between MSFs for Interaction Queues (in other words, when an interaction moves during mediation from one Interaction Queue that is represented by an MSF to another that is represented by an MSF), or between the MSF for an Interaction Queue and a routing target (agent). The additional, non-queue MSFs may overlap with MSFs for virtual queues, since an interaction may also be in a virtual queue for some (or all) of the mediation time that occurs outside of an Interaction Queue MSF. Furthermore, the additional MSFs may include time that the interaction spent in Interaction Queues that are not represented by an MSF.

The **show-non-queue-mediation-mm** option was introduced in release 8.5.007, when the Genesys Info Mart implementation of gapless mediation reporting changed. In an earlier implementation, Genesys Info Mart used the **expand-mediation-time-for-gapless** configuration option to control whether to expand the durations of queue MSFs to eliminate reporting gaps. Starting with release 8.5.007, Genesys Info Mart no longer adjusts the durations of queue MSFs, and **expand-mediation-time-for-gapless** was discontinued.

Example

Consider the scenario in which a multimedia interaction enters the contact center at time t0 and, after mediation involving various queues and routing strategies, is routed for handling at time t4. Following first handling, there is additional mediation before the interaction is routed for further handling.
t0–t1: InteractionQueue1
t1–t2: Strategy1
t2–t3: InteractionQueue2 (not the same queue as InteractionQueue1)
t3–t4: Strategy2
t4–t5: Agent1
t5–t6: InteractionQueue3
t6–t7: Strategy3
t7–t8: InteractionQueue4
t8–t9: Strategy4
t9–t10: Agent2

The following table summarizes the mediation reporting results, depending on configuration option

settings.

populate-mm-ixnqueue-facts=false, show-non-queue-mediation-mm=false	populate-mm-ixnqueue-facts=true, show-non-queue-mediation-mm=false	populate-mm-ixnqueue-facts=false, show-non-queue-mediation-mm=true	populate-mm-ixnqueue-facts=true, show-non-queue-mediation-mm=true
Without virtual queues			
• MSF1 (InteractionQueue1)* • IRF1 (Agent1) • IRF2 (Agent2) *If the second InteractionQueue in the scenario is actually the same as InteractionQueue1, then MSF1 would cover t0–t3, and there would be a gap of t3–t4.	• MSF1 (InteractionQueue1) • MSF2 (InteractionQueue2) • IRF1 (Agent1) • MSF3 (InteractionQueue3) • MSF4 (InteractionQueue4) • IRF2 (Agent2)	• MSF1 (InteractionQueue1) • MSF2 (Strategy1)** • IRF1 (Agent1) • IRF2 (Agent2) **Spans t1–t4, including time for InteractionQueue2 and Strategy2.	• MSF1 (InteractionQueue1) • MSF2 (Strategy1) • MSF3 (InteractionQueue2) • MSF4 (Strategy2) • IRF1 (Agent1) • MSF5 (InteractionQueue3) • MSF6 (Strategy3) • MSF7 (InteractionQueue4) • MSF8 (Strategy4) • IRF2 (Agent2)
Gaps: t1–t4, t5–t9	**Gaps:** t1–t2, t3–t4, t6–t7, t8–t9	**Gaps:** None up to first handling; t5–t9	**Gaps:** None
If the strategies use virtual queues, there will also be separate MSFs for the virtual queues, which might eliminate gaps, even when **show-non-queue-mediation-mm**=false, and which will overlap with the MSF for the Strategy party when **show-non-queue-mediation-mm**=true.			

> **Important**
>
> As discussed elsewhere (see the description of the IRF.MEDIATION_DURATION column in the *Physical Data Model* for your RDMBS), there are other scenarios, not controlled by this option, where non-queue time might be incorporated into an MSF for a queue, such as when a multimedia interaction bounces back and forth between the same queue and a strategy. In such cases, the repeated bounce-backs are collapsed into a single MSF, which might include non-queue time when the routing strategy was attempting to find a routing target before returning the interaction to the same queue.

stop-ixn-queues

Default Value: No default value
Valid Values: A comma-separated list of queue names
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None
Introduced: 8.1.402

In multimedia deployments that use stop-interaction queues in their business processes, this option specifies the Interaction Queues that are used to handle stopping an interaction (for example, Twitter_StopIxn). When an interaction is placed into one of these queues, Genesys Info Mart considers the interaction to be terminated. The transformation job assigns the technical result/reason combination of COMPLETED/UNSPECIFIED in the IRF of the handling resource that placed the interaction in the queue, and Genesys Info Mart excludes the interaction from further processing. The agent who placed the interaction in the queue is represented as the party that stopped the interaction, and the strategy that actually stops the interaction and performs any associated post-processing is not represented in Genesys Info Mart reporting.

The option was introduced in release 8.1.402. In earlier 8.x releases, Genesys Info Mart handled these situations as transfers to a queue.

ud-io-parallelism

Default Value: 5
Valid Values: Any positive integer
Changes Take Effect: At the next run of Job_TransformGIM
Dependencies: None

Starting with release 8.1.1, specifies the number of parallel threads for user-data transformation. The optimal value of this option depends on DBMS tuning and available resources.

kafka-query-end-offsets

Default Value: false
Valid Values: true, false
Changes Take Effect: On the next ETL cycle
Dependencies: none
Introduced: 8.5.1.116.37

Controls whether the transformation job queries end offsets of Kafka partitions and uses the query results to determine whether to skip empty Kafka partitions.

If the value of this option is **true**, the transformation job queries the current end offsets of Kafka partitions. If the partition end offset is equal to the transformation high watermark (indicating that no new data is present in the partition) the transformation job skips the partition during the current execution. The success of this query can vary depending on the Kafka cluster settings in your environment.
If the value of this option is **false**, the transformation job does not query end offsets, and tries to poll data from all configured topic-partitions.

ocs-allowed-lateness

Default Value: PT0S
Valid Values: ISO 8601 duration format
Changes Take Effect: On the next ETL cycle
Dependencies: None
Introduced: 8.5.116.20

Specifies how long Genesys Info Mart waits for late-arriving Outbound Contact data. Outbound Contact data (such as GO_METRICS) that arrives late, but within the specified limit, is processed during transformation.