Reporting and Analytics Aggregates

agg-gim-thld-ID-IXN Section

4/8/2025

agg-gim-thld-ID-IXN Section

- <media>
- default

This section must be named **[agg-gim-thld-ID-IXN]** or **[agg-gim-thld-iD-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment—for example, **[agg-gim-thld-ID-IXN-MyGIM]**. The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

For example:
[agg-gim-thld-ID-IXN-MyGIM].
The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

- Short-abandoned threshold—the number of seconds that you determine to be too few or an insufficient amount of time for any online contact center interaction to have been answered or accepted by a first handling resource before that interaction was abandoned by the customer or dropped for any other reason. This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.

- Acceptance threshold—the number of seconds that you determine to be too great for any contact center interaction not to have been answered or accepted by a first handling resource.

- Response threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have had a response sent.

- Finish threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have been completed.

Refer to column descriptions of the AG2_ID table in the Physical Data Model (PDM) documentation for your RDBMS to learn which measure definitions rely on the values of the aforementioned thresholds; PDM information for Reporting and Analytics Aggregates is available in the following documents

- Microsoft SQL Server
- Oracle
- PostgreSQL

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds for the specific media that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

Example: `voice=5,10,15,20` For the named media only, the value of this option overrides the previously defined default value.

default

Default Value: `5,15,3600,7200`

Valid Values: `a,b,c,d` where each letter represents an integer from 0 to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold
- b=acceptance threshold
- c=response threshold
- d=finish threshold

The sequence of values does not have to consist of increasing values.

Changes Take Effect: After start of the next aggregation cycle

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds.

If you specify fewer than four thresholds, the aggregation process internally supplies a value of `0` for each unspecified threshold; that is: `5,15` is equivalent to `5,15,0,0`.
Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option actually enables the configuration of up to 19 thresholds.