

GENESYS

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Genesys Engage cloud Reporting Guide

New in Release 8.5.1

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This page provides information about schema-related changes introduced in Genesys Info Mart 8.5.1 releases, starting with the most recent release supported in cloud deployments. See New in Release 8.5.0 for information about earlier schema-related changes introduced in Genesys Info Mart 8.5.0 releases.

For a summary you can sort to see schema-related changes by table/column and type of change, as well as by release, see Summary of Info Mart Schema Changes. See the short video on the New in the Info Mart Database page to learn how to view summary information about schema changes.

New in Release 8.5.116.29

- Data Export enhancements:
 - The export job now creates multiple export chunks when the amount of data to be exported exceeds
 the export chunk size for example, when there is an export backlog, such as when data is reexported. By default, the maximum number of export chunks is 10. This improvement can
 significantly reduce the time required to process large export backlogs. Previously, the export job
 exported only one chunk of data each time it ran.
 - The export job now purges exported data based on the export creation time, as indicated by the created-ts value in the export metadata file. Previously, the export job purged exported data based on the data generation time, as indicated by the max-data-ts value in the metadata file.

New in Release 8.5.116.26

- Outbound Contact reporting enhancement You can now use the ocs-dial-sched-time option to specify whether Genesys Info Mart populates the CONTACT_ATTEMPT_FACT.DIAL_SCHED_TIME and DIAL_SCHED_TIME_KEY columns with the first or the last value OCS records in the dial_sched_time field during a contact attempt.
- Schema change Two new columns, ACTIVE_FLAG and UPDATE_AUDIT_KEY, are added to the SM_MEDIA_NEUTRAL_STATE_FACT table. These columns are reserved for future use and are not populated.

New in Release 8.5.116.20

• **Data Export encryption** — Genesys Info Mart now supports encrypting the .zip files in your Data Export package. For information about enabling this feature, see About Data Export Capability.

New in Release 8.5.116.12

- A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity.
- A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use.