GENESYS™

Genesys Info Mart

8.5.001.21

12/20/2025

8.5.001.21

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
07/01/15	General		X	X	X	X

Contents

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

In "runaway strategy" scenarios in which an interaction is canceled by a strategy and is never handled by an agent, the transformation job now correctly populates metrics in INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables.

Previously in such scenarios, the transformation job missed a record in the IRF table and populated incorrect metrics for some MSF records. (GIM-10036)

In scenarios in which an interaction is repeatedly transferred between an Interaction Queue and a strategy that includes a virtual queue (VQ), the transformation job now correctly reports on mediations in the MSF table.

Previously in this scenario, redundant records with incorrect durations were sometimes recorded in the MSF table. (GIM-10033)

Genesys Info Mart now correctly reports on call flows in the following scenario:

- A call is propagated from site A (call A) to site B (call B), then from site B (call B) to site C (call C), after which the call is returned back to Site B (call B).
- `Out-Of-Signaling-Path` is configured in SIP Server.

Previously, Genesys Info Mart might have merged this call flow as separate, multiple call flows, and might have subsequently transformed the call data into multiple interaction facts. (GIM-9982)

The extraction job now correctly deletes extraction high-water marks (HWM) for manually deleted CTL_DS dimension data that has a `DATA_SOURCE_KEY` value of 1.

Previously in this scenario, Genesys Info Mart might have failed to advance the HWM, and transformation might have been delayed. (GIM-9971)

Helpful Links

Releases Info

- List of 8.5.x Releases
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Deployment Procedure

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The transformation job now correctly processes only GC_ANNEX data that has not been previously processed.

Previously, the transformation job processed all GC_ANNEX data, including previously-transformed data. This caused transformation to take longer than expected, particularly in environments where large configuration annex updates frequently occur. (GIM-9931)

The transformation job no longer fails with an OutOfMemory exception during processing of voice scenarios in which a call is repeatedly routed back and forth between two switches (due, for example, to an erroneous routing strategy).

Previously in such scenarios, the job might have failed with an error similar to the following:
2015-05-19 09:56:21,186 WARN ecp-1-82 20049 Job step 'CORE_VOICE' failed
java.lang.OutOfMemoryError: Java heap space.
com.genesyslab.gim.etl.exceptions.TaskExecutionException: java.lang.OutOfMemoryError:
Java heap space
(GIM-9930)

Upgrade Notes

- Refer to the Deployment Procedure for this release to deploy the installation package within your environment.