



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

## Genesys Info Mart

8.5.007.14

12/20/2025

# 8.5.007.14

## Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/28/17	General		X	X	X	X

## Contents

- **1 8.5.007.14**
  - 1.1 Helpful Links
  - 1.2 What's New
  - 1.3 Resolved Issues
  - 1.4 Upgrade Notes
  - 1.5 Dependencies

## What's New

This release contains the following new features and enhancements:

- **Deployment simplification and maintenance improvements** — The following enhancements reduce resource requirements and effort for deployment and maintenance.
  - The restriction that there must be separate IDBs for Voice and Multimedia has been relaxed. The topologies that Genesys Info Mart supports now include one ICON and one IDB for all data domains. For more information, see [Supported Topologies](#) in the *Genesys Info Mart Deployment Guide*.
  - Job\_InitializeGIM, Job\_ExtractICON, and Job\_MigrateGIM now automatically create missing IDB views as well as indexes required for the applicable DAP role(s). It is no longer necessary for users to run **update\_idb\_\*.sql** scripts manually. In addition to streamlining and expediting execution of the initialization and migration jobs, the maintenance improvements mean that missing indexes or views do not interrupt Job\_ExtractICON by causing Genesys Info Mart to go into the migration state until IDB is updated.
  - A new configuration option, on-demand-migration in the **[schedule]** section, enables you to configure Genesys Info Mart to run Job\_MigrateGIM automatically when required (Default Value: false). Previously, Genesys Info Mart entered the migration state if the Info Mart database schema needed to be upgraded following Genesys Info Mart Server migration, and manual intervention was required in order to run Job\_MigrateGIM to migrate the database, before ETL functioning would resume.

### Important

Genesys does not recommend enabling migration on demand unless policies and procedures are in place to ensure that essential pre-migration and post-migration steps are also performed without manual intervention — for example, frequent database backup and re-creation of read-only views following migration.

- **User data enhancement** — In deployments that use ICON 8.1.512.08 or higher, Genesys Info Mart now supports storage of e-mail subjects up to 1024 characters. You can also store up to 1024 characters in fields with character data types in custom user data fact tables, provided that you defined these fields correctly in the user-data template script. Previously, the limit was 255 characters.
- **Unicode characters support on Microsoft SQL Server** — Genesys Info Mart support for data storage in multiple languages has been extended to Microsoft SQL Server. A new database-creation script (**make\_gim\_multilang.sql** or **make\_gim\_multilang\_partitioned.sql**) uses nvarchar instead of varchar data types to enable you to take advantage of Unicode characters in Microsoft SQL Server deployments, provided that ICON and Genesys Configuration Layer components have been configured as required (see [Configuring for Multi-Language Support](#) in the *Interaction Concentrator Deployment Guide*).

## Helpful Links

### Releases Info

- [List of 8.5.x Releases](#)
- [8.5.x Known Issues](#)

### Deployment Procedure

#### [8.5.0 Deployment Procedure](#)

### Product Documentation

#### [Genesys Info Mart](#)

#### [Genesys Products](#)

#### [List of Release Notes](#)

## Important

There is no migration path from an existing Info Mart database to a Unicode database.

- **Gapless mediation reporting improvement** — In eServices deployments, a new option, `show-non-queue-mediation-mm`, enables you to configure Genesys Info Mart to eliminate gaps in mediation reporting. The option does this by providing additional, non-queue MSFs to cover the time that a multimedia interaction is in mediation but is not in an Interaction Queue for which there is an MSF. The Interaction Queue MSFs, together with the non-queue MSFs, now always provide complete coverage of the mediation time up to first handling, since Genesys Info Mart always creates an MSF for the first Interaction Queue that an inbound interaction enters. However, there might still be gaps in mediation following first handling, in scenarios where the first Interaction Queue that the interaction enters during subsequent mediation is not represented in Genesys Info Mart (because of the value that is set for the `populate-mm-ixnqueue-facts` option). If your deployment uses virtual queues and gapless mediation reporting is enabled (**`show-non-queue-mediation-mm=true`**), virtual-queue MSFs overlap with the non-queue MSFs.

The new option replaces `expand-mediation-time-for-gapless`, which has been discontinued. Previously, when **`expand-mediation-time-for-gapless=true`**, Genesys Info Mart adjusted the durations of Interaction Queue and virtual queue MSFs to eliminate gaps in mediation reporting. For more information, see the discussion about `MEDIATION_DURATION` on the **Populating Mediation Segments** page in the *Genesys Info Mart User's Guide*, as well as the extended description of the **`show-non-queue-mediation-mm`** option in the *Genesys Info Mart Options Reference*.

- **Management enhancements:**

- A new `-V` command-line parameter displays the software version and related information, without starting Genesys Info Mart Server. You can use either an uppercase letter (V) or lowercase letter (v), for example:  
`./gim_etl_server -v`

```
Genesys Info Mart, Version:'8.5.007.04' Built 2016-10-04 02:12:38 UTC
Copyright (c) 2016 Genesys
Minimum required Interaction Concentrator release: 8.1.100.36
Info Mart database schema version: 8.5.007.01
```

- Because Genesys strongly recommends that all the ICONs from which Genesys Info Mart extracts data use the same ICON schema version, Genesys Info Mart now logs a warning when the extraction job encounters different ICON versions.
- GIM Manager now automatically refreshes the data in list views. Through GIM Manager settings, you can configure the way this feature operates, such as the auto-refresh frequency and idle timeout. For more information, see *Using Genesys Info Mart Manager* in the *Genesys Info Mart Operations Guide*.
- If GIM Manager has no connection to the Genesys Info Mart Server, certain buttons in the interface are disabled.
- **Export job enhancement** — The export job now exports data from the following additional tables: `GIDB_GC_LOGIN`, `GIDB_GCX_LOGIN_INFO`, and `GIDB_GC_FOLDER`.  
**Note:** If you migrate Genesys Info Mart to this release, and the output directory contains previously exported data, data from the `GIDB_GC_LOGIN`, `GIDB_GCX_LOGIN_INFO`, and `GIDB_GC_FOLDER` tables is exported starting from the current export time range of the export job.
- **Genesys Designer reporting enhancements** — Changes to `SDR_*` tables support reporting on interaction flows that involve applications developed with Genesys Designer. Genesys Designer support is available in certain Genesys Engage cloud deployments. For more information, see the *Physical Data Model Documentation* for your RDBMS.
- **Supported Environments** — Support is added for the following databases. See the *Genesys Info Mart* page for more detailed information and a list of all supported databases.
  - PostgreSQL 9.6
  - MS SQL Server 2016

- MS SQL Server 2016 Cluster
- MS SQL Server 2014 Cluster

## Resolved Issues

This release contains the following resolved issues:

---

The transformation job now completes in scenarios where one or more background tasks cannot open a connection to the Info Mart database. Previously in such scenarios, the transformation job stopped responding. (GIM-11211)

---

Genesys Info Mart now more accurately represents scenarios containing a SIP Server "Call Forward Loop."

Previously in such scenarios, the IRF record for the resource to which the external party redirected the call may have had incorrect CUSTOMER\_\* metrics and null values in the PREV\_IRF\_ID and RECEIVED\_FROM\_I\_XN\_RESOURCE\_ID columns. (GIM-11167)

---

Genesys Info Mart now correctly links 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:

- The link-vrp-vq-msf-to-irf configuration option is set to true.
- The default-ivr-to-self-service configuration option is set to true.
- The IVR port that uses a virtual routing point for routing operations, with a strategy that includes a virtual queue, is identified as nonself-service by the IPurpose KVP being set with a value of 0.

Previously in such a scenario, the virtual queue MSF record was not linked to the IRF record. (GIM-11049)

---

In scenarios where an agent remains in and continually re-enters a single state (Ready, Not Ready, Busy or ACW) for a long period of time without transitioning to a different state, such that the max-state-duration limit is reached, Genesys Info Mart now adds a new row to the SM\_RES\_STATE\_FACT table to show the continuation of that state (if the agent recently re-entered the state).

Previously, in some cases, **max-state-duration** caused the re-entered state to end, and a continuation state was not created for the recently re-entered state. (GIM-11011)

---

Extraction of GC\_ANNEX data is no longer delayed in scenarios where:

- One ICON supports GC\_ANNEX, while the other does not.
  - There is no configuration activity during the reporting period.
-

- The two ICONs do not share a connected Configuration Server Proxy.

Previously in such scenarios, extraction of GC\_ANNEX data might have been delayed. (GIM-10978)

---

Genesys Info Mart now correctly populates the CONTACT\_DAILY\_FROM\_TIME and CONTACT\_DAILY\_UNTIL\_TIME columns of the CONTACT\_ATTEMPT\_FACT table with correct values, and correctly sends CONTACT\_ATTEMPT\_FACT change notifications to the aggregation engine.

Previously, in certain scenarios, Genesys Info Mart sometimes populated those columns with incorrect values (with a date from the year 1970), or failed to send CONTACT\_ATTEMPT\_FACT change notifications to the aggregation engine. (GIM-10977)

---

Genesys Info Mart now correctly reports a technical result of CustomerAbandoned in the INTERACTION\_RESOURCE\_FACT (IRF) table in scenarios where a chat interaction is abandoned by the customer while an agent is connected to the interaction. This can occur in race conditions where the agent has connected to the chat interaction, but not yet connected to the chat session.

Previously in such scenarios, Genesys Info Mart populated the IRF record for the connected agent with an incorrect technical descriptor (66) referring to a resource role, and technical result of Unknown/None.

**Note:** This Resolved Issue was added to this Release Note on 3/19/18 but the issue was fixed and implemented in this release on 3/28/17. (GIM-10917)

---

## Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.

## Dependencies

- To enable all of the functionality provided in this release, Genesys Info Mart requires Interaction Concentrator release 8.1.514.06 or higher. At a minimum, Genesys Info Mart release 8.5 requires Interaction Concentrator 8.1.100.36. For additional recommendations, see ICON Recommendations in the [Known Issues and Recommendations](#) section.
  - Genesys recommends that you manage jobs using Genesys Info Mart Manager, but if you continue to use Genesys Info Mart Administration Console, Genesys recommends that you use Genesys Info Mart Administration Console release 8.1.3 or higher.
  - Genesys Info Mart Manager release 8.5 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.
-