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Genesys Info Mart

8.5.011.18

12/23/2025

8.5.011.18

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/29/18	Update		X	X	X	X

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What's New

This release contains the following new features and enhancements:

- **Support for obtaining reporting data from Kafka** — As further preparation for future support of alternative data streams for reporting data, Genesys Info Mart now supports obtaining reporting data from Genesys applications via Apache Kafka.
 - A new configuration section, `kafka-<cluster-name>`, and two new options, `bootstrap.servers` and `g:topic:<topic-name>`, provide the connection and topic information that enables Genesys Info Mart to consume data from Apache Kafka.
 - The **make_gim** SQL scripts have been modified to include Avro schema definitions and CTL_XML_CONFIG mappings for data from the first two producer applications that plan to use Kafka, namely, Bot Gateway Server (BGS) and Genesys Co-browse (GCB). Once Kafka-enabled BGS and GCB releases are available and the Kafka-related Genesys Info Mart configuration options (above) have been set, the BGS and COBROWSE tables in the Info Mart database will be populated with data from Kafka.

Important

BGS is currently available only in restricted release, and Genesys Info Mart currently supports BGS reporting via Elasticsearch. Existing customers can continue to use Elasticsearch.

- **Miscellaneous enhancements:**

- Genesys Info Mart now supports reporting on outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.
- The GSW_CALL_TYPE column has been added to IRF_USER_DATA_GEN_1 to provide additional information about OCS calls and about outbound call flows in SIP Cluster deployments where SIP Server can disable recording and monitoring.
- On PostgreSQL deployments, Genesys Info Mart now supports SSL connections to encrypt client/server communications. For more information, see the [Genesys Info Mart Deployment Guide](#).
- Starting with release 8.5.011.09, Genesys Info Mart supports PostgreSQL 10.
- This release introduces several enhancements to enable the User Data Assistant to better handle recent database schema changes.

Helpful Links

Releases Info

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

Deployment Procedure

8.5.0 Deployment Procedure

Product Documentation

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly populates the `MEDIATION_DURATION` field in the `MEDIATION_SEGMENT_FACT` (MSF) table in scenarios where an interaction is placed in the same virtual queue more than once, and a strategy takes an interaction from the Interaction Queue and places it in the virtual queue with some delay. Previously in such scenarios, the transformation job might have:

- Miscalculated mediation duration and set `MEDIATION_DURATION = 0` after the interaction was routed to an agent (GIM-12165)
OR
 - Showed the MSF record as terminated when the interaction was still in the virtual queue, before it was routed to an agent. (GIM-12191)
-

The transformation job now correctly populates the `INTERACTION_FACT` table in environments where ICON receives events from the Interaction Server with some delay (as little as one second) and the option `populate-thread-facts` is set to `true`.

Previously in such environments, the transformation job might have created redundant records in the `INTERACTION_FACT` table for some OutboundReply interactions for which parent interactions already exist in the `INTERACTION_FACT` table. (GIM-12184)

Genesys Info Mart now correctly runs the ETL cycle on days when Daylight Saving Time (DST) causes clocks to shift forward, and where, in the **[schedule]** section:

- The option `timezone` is configured to the local time zone.
- The value of the option `etl-start-time` is greater than the value of `etl-end-time`, and both values are within the time change window.

Previously in such scenarios, Genesys Info Mart would not run the ETL cycle. For example, if the `timezone` was set to the local time zone, `etl-start-time` was set to 03:00, and `etl-end-time` was set to 02:00, Genesys Info Mart would not run the ETL cycle on the day when clocks were shifted forward (for example, March 10, 2018), because on that date, at 2:00 am, the time changed from 2:00 to 3:00. (GIM-12181)

Genesys Info Mart now correctly populates the `CONF_INIT_*` and `CONFERENCE_INITIATED_COUNT` columns in the `INTERACTION_RESOURCE_FACT` (IRF) table in scenarios where an agent initiates a conference and later performs a single-step transfer.

Previously in such scenarios, incorrect values of 0 were recorded for the IRF record representing the agent who initiated the conference. (GIM-12176)

A new `GIM_ETL_GDPR_SUCCESS` log message, STANDARD-level message 55-20173, replaces the previous TRACE-level message, 55-31406. The message indicates that "export" and "forget" requests

submitted in accordance with the European Union's General Data Protection Regulation (GDPR) were processed successfully. (GIM-12162)

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 8.1.514.11 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 8.5.010 requires Genesys Info Mart release 8.5.009 or higher. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.
- Genesys Info Mart Manager and Genesys Administrator Extension (GAX) interoperability requirements are reciprocal:
 - Genesys Info Mart Manager release 8.5.010.02 and later requires GAX release 8.5.270.06, and vice versa.
 - Genesys Info Mart Manager 8.5 releases earlier than 8.5.010 require GAX 8.5 releases earlier than GAX 8.5.270.06, and vice versa.