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Genesys Info Mart

8.5.012.15

12/20/2025

8.5.012.15

Genesys Info Mart Release Notes

| Release Date | Release Type | Restrictions | AIX | Linux | Solaris | Windows |
|--------------|--------------|--------------|-----|-------|---------|---------|
| 02/21/19 | Update | | X | X | X | X |

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What's New

This release contains the following new features and enhancements:

- **Support for reporting on Co-browse sessions** — In Genesys Engage cloud deployments with Co-browse Server 9.0.003.02 or higher and in premise deployments with Co-browse Server 9.0.005.15 or higher and other prerequisites noted on [Integrating Genesys Co-browse with Genesys Historical Reporting](#), Genesys Info Mart now supports reporting on Co-browse sessions. Co-browse data is populated in the COBROWSE_* tables that were originally added to the Info Mart schema in release 8.5.011.14. (GIM-12267)
- **Outbound Contact reporting extended to unattempted records** — In Outbound Contact deployments with CX Contact release 9.0.000.09 or higher, Genesys Info Mart now supports reporting on contact list records that were suppressed from an outbound campaign. New LDR_* tables in the Info Mart database are populated with data that Genesys Info Mart obtains from CX Contact through Elasticsearch. The new tables supplement existing reporting about campaign activity and calling list usage sourced from Outbound Contact Server (OCS) through ICON.
Genesys Info Mart support for CX Contact reporting on unattempted records is defined out-of-box and cannot be customized.

For links to more information, see [New in Release 8.5.012](#) in the *Genesys Info Mart Deployment Guide*.
(GIM-12034)
- **Miscellaneous enhancements:**
 - Support for Oracle Thin JDBC driver version 12.2. (GIM-12071)
 - Support for Oracle 18c database. See the [Genesys Info Mart page](#) in the *Supported Operating Environment Reference* for more detailed information and a list of all supported databases. (GIM-12453)

Resolved Issues

This release contains the following resolved issues:

The CTL_TRANSFORM_TODO table no longer grows larger over time. Previously, some unnecessary records were not deleted from the CTL_TRANSFORM_TODO table, causing it to add two additional records in each ETL cycle. (GIM-12272)

In multimedia deployments with scenarios where the option adjust-vq-time-by-strategy-time is set to

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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true, the transformation job now correctly populates records for virtual queues in the MSF table. Previously in such scenarios, when a strategy put an interaction into a virtual queue with some delay, records associated with the virtual queue might be missing from the MSF table. (GIM-12250)

The transformation job now correctly populates records for workbins in the MSF table in scenarios where:

1. A strategy makes many unsuccessful attempts to route an email interaction to an agent.
2. The strategy places the interaction into a workbin.
3. The interaction is pulled from the workbin by an agent.

(GIM-12549)

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.