



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

8.5.015.14

8.5.015.14

Genesys Info Mart Release Notes

9.x Genesys Info Mart is part of 9.x starting in **8.5.014.14**.

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/02/20	Update		X	X	X	X

Contents

- **1 8.5.015.14**
 - **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:

- A new column, `GVP_SESSION_ID`, is added to the `IRF_USER_DATA_GEN_1` table. This column is reserved for internal use only. (GIM-12678)

Resolved Issues

This release contains the following resolved issues:

The Genesys Info Mart configuration check is now enabled by default on UNIX, as it is in all other deployments. This restores the behavior that existed in 8.5.014.34 and earlier releases. In release 8.5.015.07, the configuration check was disabled in the **`gim_etl_server`** file on UNIX. (GIM-12720)

The transformation job now correctly populates the `END_TS` field in the `MEDIATION_SEGMENT_FACT` (MSF) table in multimedia scenarios where:

- A strategy is the last party to handle the interaction before it is marked as ended.
- The `show-non-queue-mediation-mm` option is configured to `true`, which causes the strategy time to be represented in the MSF.

Previously in some scenarios, Genesys Info Mart sometimes stored an incorrect value in the `END_TS` field. (GIM-12711)

The extraction job is no longer delayed in scenarios where:

- The configuration check is disabled (**`-DConfigChecker`** is set to `false` in the **`gim_etl_server`** startup file).
- Genesys Info Mart previously extracted data from a data source that is no longer available. A data source can become unavailable for any number of reasons—for example, because the data source (say, T-Server) was removed from ICON connections, or the ICON was removed from the Genesys Info Mart application connections, or the ICON application or extraction DAP was disabled.

Previously in such scenarios, Genesys Info Mart considered the data source to still be active. This resulted in delays because Genesys Info Mart waited for data from that data source. (GIM-12699,

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](#)

GIM-12715)

In deployments that support Session Detail Record (SDR) reporting, the SDR_MESSAGE.MESSAGE_FILE column — which is mapped to SDR DeflectionMessage attribute — no longer stores timestamps. As a result, values in the SDR_MESSAGE.MESSAGE_FILE column now conform to the limitations of low-cardinality dimension tables. Previously, timestamp values included in the SDR DeflectionMessage attribute in some scenarios caused unnecessary growth in the size of the SDR_MESSAGE dimension table.

For example, the following DeflectionMessage attribute values were previously stored as unique MESSAGE_FILE values in separate SDR_MESSAGE rows:

```
"milestone":"TopicMsg1","milestonepath":"Common/Topic/TopicMsg1",...,"time":"2020-04-16T21:27:13.331Z"
"milestone":"TopicMsg1","milestonepath":"Common/Topic/TopicMsg1",...,"time":"2020-04-16T21:30:13.331Z"
"milestone":"TopicMsg1","milestonepath":"Common/Topic/TopicMsg1",...,"time":"2020-04-16T21:35:13.331Z"
```

Now these similar attribute values, which differ only in timestamps, map to the same MESSAGE_FILE value:

```
"milestone":"TopicMsg1","milestonepath":"Common/Topic/TopicMsg1",...
```

(GIM-12683)

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 (ICON) release 8.1.514.27 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.