Genesys Info Mart

8.5.015.19

12/20/2025

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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
11/12/20	Update		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- **Reporting on bot activity in Genesys Designer applications** — Genesys Info Mart now supports reporting on voice bot and chat bot activity orchestrated with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud and on-premises deployments.) Three new tables store bot-related data for Designer analytics:

  - SDR_BOTS_FACT

  - BOT_ATTRIBUTES

  - BOT_INTENT

    For more information about the new tables, as well as other schema-related changes in this release, see the *Physical Data Model* documentation for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

    (GIM-12803)

- **Callback mediation reporting enhancement** — A new option, **cb-virtual-queue-pattern** in the **[gim-transformation]** section, enables you to fine-tune Genesys Info Mart behavior with respect to excluding callback virtual queues from mediation reporting. The default value excludes all virtual queue activity that ended after termination of the original call in accepted callback scenarios, which is consistent with the legacy behavior. However, with the default value, potential desynchronization between SIP Server (which provides the timestamp for call termination) and Universal Routing Server (URS, which provides the timestamp for virtual queue termination) can cause Genesys Info Mart to incorrectly exclude non-callback virtual queues.

  cb-virtual-queue-pattern

  Section: gim-transformation
  Default Value: .*
  Valid Values: Any Java regular expression
  Changes Take Effect: At the next run of Job_TransformGIM
  Dependencies: None
  Introduced: 8.5.015.19

  Specifies a pattern for the names of virtual queues used for callbacks. The option enables you to fine-tune Genesys Info Mart behavior with respect to excluding callback virtual queues from mediation reporting. Use any Java regular expression to specify the pattern.

  more...

  (GIM-12896)

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Deployment Procedure

8.5.0 Deployment Procedure

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- **Enhanced operating environment support** — See the Genesys Info Mart page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported environments and databases. This release adds support for:

  - Red Hat Enterprise Linux 8 (GIM-12750)

  - Oracle 19c RAC (GIM-12453)

  - PostgreSQL 11

  - PostgreSQL 12.x (GIM-12694)

    See also the Discontinued Support section for discontinued third-party prerequisites starting with this release.

- **Support for Elasticsearch 7.6** — For data that comes to Genesys Info Mart through Elasticsearch, Genesys Info Mart supports extracting data from Elasticsearch 7.6 databases. (GIM-12694)

- **Miscellaneous enhancements:**

  - General Data Protection Regulation (GDPR) processing now includes the TARGET_OBJECT_SELECTED column in the ROUTING_TARGET table. (GIM-12732)

  - In preparation for future support of alternative data streams, a new column, PRODUCER_BATCH_ID, has been added to a number of *_FACT and GIDB tables. The column is reserved for internal use. (GIM-12717)

  - Language usage in the Genesys Info Mart application and documentation has been revised in accordance with a corporate initiative towards inclusive language. For example, the word *master* (as in *master [database] lock*) has been removed from log messages. (GIM-12774)

- **Significant documentation updates** — In addition to documentation updates relating to software and database changes in this release, the following important documentation changes have been made:

  - Genesys no longer recommends using database links to improve performance of the extraction job. The *Genesys Info Mart Deployment Guide* has been updated to recommend setting the **UseDbLinks** Java system property to ensure that Genesys Info Mart does not use any database links you may have configured.

  - There are specific Genesys Interaction Concentrator (ICON) topology requirements for deployments that include multiple Interaction Servers. The *Genesys Info Mart Deployment Guide* now includes links to updated information about Login Session Considerations in the *ICON Deployment Guide*.

  - Descriptions of various days-to-keep-* configuration options have been extended to warn against setting excessively large retention periods.

Resolved Issues

This release contains the following resolved issues:

The scope of the max-time-deviation option has been extended to apply to possible delays that can occur when ICON creates records in the GM_F_USERDATA table in IDB. As a result, in scenarios with

delayed GM_F_USERDATA records, the transformation job now adjusts for the delay and correctly populates the INTERACTION_TYPE_KEY column in the INTERACTION_RESOURCE_FACT (IRF) table.

Previously in this scenario, the transformation job sometimes recorded an incorrect value in IRF.INTERACTION_TYPE_KEY referring to INTERACTION_SUBTYPE with value "Unspecified". Note however, that even with the changes to this option, if the delay before ICON creates the GM_F_USERDATA record exceeds the value of **max-time-deviation**, Genesys Info Mart results continue to be unreliable. (GIM-12873)

The retention period for active multimedia facts, which is defined by the days-to-keep-active-facts configuration option, no longer affects the purge threshold for multimedia facts in GIDB, which is defined by days-to-keep-gidb-facts. Previously, if the value of **days-to-keep-active-facts** was greater than **days-to-keep-gidb-facts**, the **days-to-keep-active-facts** value determined the purge threshold for multimedia fact data in GIDB, which could cause an increase in the size of the GIDB, and potentially impact ETL performance. See Known Issue GIM-13320 for a related caveat. (GIM-12835)

When transforming Kafka data, Genesys Info Mart now takes into account the speed with which data is written. Previously, in deployments with slow database write performance, the transformation job could read Kafka data more quickly than it could be written, which could cause `OutOfMemoryException` errors. (GIM-12842)

To determine the chunk size to use for Elasticsearch data transformation, Genesys Info Mart now checks the value of both extract-data-chunk-size and chunk-size options, and uses the smaller value. Previously, the Elasticsearch data transformation chunk size was equal to the value of **extract-data-chunk-size**. (GIM-12815)

Genesys Info Mart now correctly populates ASM_* metrics in the IRF table in scenarios where:

1. An Outbound Contact campaign is running in an Active Switching Matrix (ASM) dialing mode.

2. The engaging call is routed cross-site to an agent.

3. The agent is later successfully connected to a customer.

Previously in such scenarios, Genesys Info Mart sometimes incorrectly populated the ASM_COUNT and ASM_ENGAGE_DURATION metrics for the agent IRF record with values of 0, instead of populating ASM_COUNT with a value of 1, and ASM_ENGAGE_DURATION with a value indicating the amount of time that the agent spent in the engaging call. (GIM-12787)

The transformation job now correctly processes multimedia interactions in environments where the option stop-ixn-queues is set for some queues. Previously in such scenarios, duration-related metrics in the IRF table sometimes had incorrect values. (GIM-12745)

The performance of the transformation job is improved for business processes that require many long-living multimedia interactions. Previously in such environments, the transformation job sometimes delayed processing of multimedia data. (GIM-12670)

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.