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Genesys Info Mart

8.5.015.23

12/23/2025

8.5.015.23

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	Mac	Solaris	Windows
03/05/21	Update			X			X

Contents

- **1 8.5.015.23**
 - **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:

- **Mediation reporting enhancement** — A new configuration option, fix-missing-party-links in the **[gim-transformation]** section, enables you to reduce the number of redundant records in the MEDIATION_SEGMENT_FACT (MSF) table by improving Genesys Info Mart handling of scenarios in which parent party or other party information is missing when an interaction repeatedly enters the same interaction queue or virtual queue. The default value of false preserves the existing behavior of creating multiple MSF records in these situations. (GIM-13213)
- **Support for skills expressions up to 1024 characters** — In deployments that use ICON 8.1.514.47 or higher and where the ICON cfg-long-vag-script configuration option is set to 1 (true), Genesys Info Mart now stores skills expressions up to 1024 characters in the SCRIPT column in the GIDB_GC_GROUP table. (The schema changes to support this enhancement were introduced in Genesys Info Mart release 8.5.015.07.) (GIM-12627)
- **Operating environment changes:**
 - Support for Microsoft SQL Server 2019 Cluster. See the [Genesys Info Mart](#) page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported databases. (GIM-12909)
 - Support for a number of operating systems and RDBMS versions has been discontinued. See the [Discontinued Support](#) summary for more details. (GIM-13104)

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](#)

Resolved Issues

This release contains the following resolved issues:

The transformation job now correctly updates user data fact tables linked to the MSF table in multimedia scenarios where:

- A strategy is the last party to handle an 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 record.

Previously in such scenarios, Genesys Info Mart stored incorrect values in records in user data fact tables linked to the MSF table.

(GIM-13228)

Genesys Info Mart now continues operation after encountering an incorrect COBROWSE Avro schema. Previously in such scenarios, Genesys Info Mart failed with the following exception:

```
org.apache.avro.AvroTypeException: Invalid default for field test: "N0" not a ["null",{"type":"string","avro.java.string":"String"}]
```

(GIM-13090)

Genesys Info Mart now extracts agent activity data in scenarios where the timestamp of the agent activity data is earlier than the first event timestamp of the data source session (DSS), but later than the DSS timestamp when the ICON connection was established. (GIM-13039)

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 8.1.514.47 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.