Genesys Info Mart

8.5.116.12

12/22/2025

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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	Mac	Solaris	Windows
08/18/21	Update			X			X

Contents

What's New

This is the first release in the 8.5.1 release family. The increment in the third digit was done for internal administrative reasons and does not reflect any significant changes in the software.

This release contains the following new features and enhancements:

- **Data Export enhancements:**

  - Two SQL scripts that support the Data Export feature are now available in the output folder that contains the data export:

    - **update_target_gim_db*.sql** — Enables you to create or update the target database schema into which you import the exported Info Mart data. The version of the script matches the Genesys Info Mart release in effect when the data export was performed. (GIM-13444)

    - **make_export_views<db-schema>.sql** — Enables you to restore or troubleshoot the export views used for your data export (for example, if your views get corrupted or you want to restore an earlier version). (GIM-13440)

    Separate versions of the scripts are provided for each RDBMS that Genesys Info Mart supports, stored in RDBMS-specific **sql_scripts/<dbms>** folders in the Data Export output package. Previously, the scripts were available only in the **sql_scripts** folder in the installation directory.

    For more information about using the **update_target** script and export views, see the "About Data Export" page in the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

  - The GIDB_GC_ANNEX table, which stores information about the configuration of contact center objects such as persons and DNs, is now included in Data Export. (GIM-13435)

- **Reporting data enhancements:**

  - A new column, STEPCOUNT, in the SDR_BOTS_FACT table supports more granular tracking of bot activity. (GIM-13534)

  - For reporting data that Genesys Info Mart obtains from Kafka, a new table, CTL_PRODUCER_INFO, stores information about the version of the upstream application or service that produced the Kafka data. A new column, PRODUCER_INFO_KEY, in the CTL_AUDIT_LOG table enables you to trace the Kafka data lineage and is useful for troubleshooting purposes. (GIM-13419)

  - A new column, ORSSESSIONID, is added to the INTERACTION_RESOURCE_FACT (IRF) and MEDIATION_SEGMENT_FACT (MSF) tables for internal use. (GIM-12542, GIM-13471)

    For more details and other schema-related changes, see the "New in Release 8.5.1" page in the *Genesys Info Mart Physical Data Model* for your RDBMS (for Microsoft SQL Server, Oracle, or PostgreSQL, respectively).

Helpful Links

Releases Info

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

Deployment Procedure

8.5.1 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 duration metrics in the IRF table in the following scenario:

- An ICON switchover occurs in HA mode.
- ICON does not record the termination event for a queue or workbin in the G_PARTY_HISTORY table.

Previously, IRF metrics such as TALK_DURATION, HOLD_DURATION, and QUEUE_DURATION had incorrect values. (GIM-13423)

Genesys Info Mart now correctly records a technical result of `Diverted` in the MSF table in scenarios where:

1. A call enters a routing point, and a routing strategy places the call into a virtual queue.
2. An attempt to route the call to an agent fails.
3. The call is redirected to the configured **sip-error-overflow** DN.

Previously in such scenarios, an incorrect technical result of `CustomerAbandoned/AbandonedWhileQueued` was recorded in the MSF record for the virtual queue. (GIM-13413)

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.