Genesys Info Mart

8.5.005.09

4/11/2025

8.5.005.09

Genesys Info Mart Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/25/16	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- Genesys Info Mart now supports reporting on Genesys Callback activity on voice, web, or mobile channels, in deployments with Genesys Mobile Services (GMS). Genesys Info Mart support for Genesys Callback reporting is provided out-of-box. Callback applications provide Callback-related data that Genesys Info Mart processes and stores in dedicated CALLBACK_* tables, which were initially introduced in an earlier Genesys Info Mart release.

  Genesys Callback reporting requires Interaction Concentrator 8.1.506.07 or higher and GMS 8.5.105.12 or higher, with Genesys Callback properly configured. For links to more information about configuring GMS, ICON, and other components to support Genesys Callback reporting, see the *Genesys Info Mart Deployment Guide*.

- **Data Export** —A new export job, Job_ExportGIM, enables you to incrementally export data from the Info Mart database into .csv files. The job exports data from the dimensional model fact and dimension tables, including custom fact extension tables, and creates a .zip archive containing individual .csv files for each table. This Data Export functionality is available for Genesys Engage cloud deployments; contact your Genesys representative for more information.

- **Miscellaneous schema changes**—This release includes additional schema changes to support reporting on interaction flows that involve applications developed with Genesys Designer. (Support for Genesys Designer is available in certain Genesys Engage cloud implementations.) In addition to the preparatory schema and configuration changes made in various earlier releases of Genesys Info Mart, the following observable changes in the 8.5.005.09 installation package are added to support functionality in a future release:

  - Additional new SDR_* dimension tables, which are defined in the **make_gim.sql** and **make_gim_partitioned.sql** scripts.

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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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

In scenarios where an interaction in a workbin is considered by Genesys Info Mart to be on hold (because **populate-workbin-as-hold** is enabled), Genesys Info Mart now correctly populates metrics in the INTERACTION_RESOURCE_FACT (IRF) table in cases where more than one record has the same EMPLOYEE_ID in the RESOURCE_ table.

Previously in such scenarios, when Genesys Info Mart looked up a record by EMPLOYEE_ID, it might have selected the wrong agent (an agent who was not the owner of the relevant workbin), and might therefore have not reported the time as Hold time. (GIM-10704)

Genesys Info Mart now correctly populates the START_DATE_TIME_KEY in the SM_MEDIA_NEUTRAL_STATE_FACT table using a value that is consistent with values from the START_TS of the SM_MEDIA_NEUTRAL_STATE_FACT row.

Previously, in scenarios where a single state remained the winning Media Neutral state for a long period of time, that state was sometimes represented by multiple successive rows in the SM_MEDIA_NEUTRAL_STATE_FACT table. While the START_TS of these successive rows was increasing over time, the START_DATE_TIME_KEY continued to have a value associated with the time when this state became the winning Media Neutral state. (GIM-10702)

The transformation job no longer fails when processing call flows that include a sequence of unsuccessful attempts to route an interaction from a virtual queue.

Previously, when processing such call flows in Genesys Info Mart 8.5.002.07 and later releases, and when the option **expand-mediation-time-for-gapless** was also configured as **true**, the transformation job might have failed. On deployments with a partitioned database, the following exception appeared:

`ORA-14400: inserted partition key does not map to any partition.`

(GIM-10674)

Genesys Info Mart now more accurately reports facts in scenarios where a network reroute is performed to a switch that was previously the target of cross-site routing.

Previously in such scenarios, Genesys Info Mart might have created an extra IRF record for the premise resource from which the reroute occurred, and, earlier in the call flow, created a MEDIATION_SEGMENT_FACT (MSF) record that was not correctly linked to the IRF record for the handling resource to which the call was distributed. (GIM-10669)

The migration job now completes successfully, and does not modify aggregation tables.

Previously, when upgrading to Genesys Info Mart release 8.5.003.12 or later, the job attempted to modify aggregation tables, which sometimes caused the job to fail, producing the following error:

`ORA-01429: Index-Organized Table: no data segment to store overflow row-pieces.`

(GIM-10667)

Genesys Info Mart now more accurately reports facts in network reroute scenarios where a call passes through multiple premise switches, and then encounters a cross-site routing failure before a network reroute is performed.

Previously in such scenarios, Genesys Info Mart might have created an extra IRF record for the premise resource from which the reroute occurred, and, earlier in the call flow, created an MSF record that was not correctly linked to the IRF record for the handling resource to which the call was distributed. (GIM-10668)

Genesys Info Mart now correctly populates the PREV_IRF_ID column in the IRF table in chat

conference scenarios where the chat is stopped by a strategy.

Previously, Genesys Info Mart might have populated the PREV_IRF_ID column with an incorrect value. (GIM-10665)

The transformation job now calculates the correct state for SHORT_ABANDONED_FLAG in the MSF table in scenarios where 3rd Party media interactions are abandoned in a queue or workbin.

Previously in such scenarios, the transformation job might have set this flag to an incorrect value. (GIM-10603)

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 8.1.509.07 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 requires Genesys Info Mart release 8.5.002 or later. Genesys Info Mart release 8.5 is compatible with Genesys Info Mart Manager release 8.1.4 and higher.