Genesys Info Mart 7.6

Migration Guide

About Genesys

Alcatel-Lucent's Genesys solutions feature leading software that manages customer interactions over phone, Web, and mobile devices. The Genesys software suite handles customer conversations across multiple channels and resources—self-service, assisted-service, and proactive outreach—fulfilling customer requests and optimizing customer care goals while efficiently using resources. Genesys software directs more than 100 million customer interactions every day for 4000 companies and government agencies in 80 countries. These companies and agencies leverage their entire organization, from the contact center to the back office, while dynamically engaging their customers. Go to www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc., cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

Your Responsibility for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

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If you have purchased support from a value-added reseller (VAR), please contact the VAR for technical support.

Technical Support from Genesys

If you have purchased support directly from Genesys, please contact Genesys Technical Support at the following regional numbers. For complete contact information and procedures, refer to the *Genesys Technical Support Guide*.

Region	Telephone	E-Mail
North and Latin America	+888-369-5555 or +506-674-6767	support@genesyslab.com
Europe, Middle East, and Africa	+44-(0)-1276-45-7002	support@genesyslab.co.uk
Asia Pacific	+61-7-3368-6868	support@genesyslab.com.au
Japan	+81-3-6361-8950	support@genesyslab.co.jp

Prior to contacting technical support, please refer to the *Genesys Technical Support Guide* for complete contact information and procedures.

Ordering and Licensing Information

Complete information on ordering and licensing Genesys products can be found in the *Genesys Licensing Guide*.

Released by

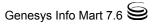Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

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Table of Contents

Preface

Welcome to the *Genesys Info Mart 7.6 Migration Guide*. This document describes the migration process for Genesys Info Mart 7.x. It describes also how to migrate other Genesys solutions—and third-party software components—that support and enable Genesys Info Mart functionality.

This document is valid for all releases of this product.

This preface contains these sections:

Genesys Info Mart produces a data mart containing several star schemas that you can use for contact center historical reporting.

Genesys Info Mart includes a server component that runs a set of predefined jobs. You configure these jobs to extract and transform data from several Genesys relational databases. The transformed data is loaded into dimension and fact database tables in Genesys Info Mart, and you can then use Structured Query Language (SQL) to query this data. These queries enable you to display detailed data, reveal patterns, and predict trends.

Intended Audience

This *Migration Guide* is intended for database administrators and system administrators. It assumes that you have a basic understanding of:

- Relational database management systems (RDBMS)
- Network design and operation.
- Your own network and database configurations.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

Chapter Summaries

In addition to this preface, this document contains the following chapters:

- Chapter 47, "Introduction to Genesys Info Mart 7.x Migration," on page 13, contains preliminary migration procedures, describes the software components that support Genesys Info Mart functionality, and lists reference materials to help you plan and implement your Genesys Info Mart migration.

- Chapter 48, "Changes in Genesys Info Mart 7.x," on page 21, describes the changes in Genesys Info Mart's capabilities, configuration options, and database schema from one release to the next.

- Chapter 49, "Genesys Info Mart Migration Procedures," on page 71, provides a high-level description of the migration procedures for Genesys Info Mart and for the other products that support and enable it.

Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

76gim_migration_09-2011_v7.6.002.00

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, for documents' titles, for definitions of (or first references to) unfamiliar terms, and for mathematical variables.

Examples:
- Please consult the *Genesys Migration Guide* for more information.

- *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.

- Do *not* use this value for this option.

- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like `teletype or typewriter text`, is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

Examples:
- Select the `Show variables on screen` check box.
- Click the `Summation` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- In the `Operand` text box, enter your formula.
- Click `OK` to exit the `Properties` dialog box.
- The following table presents the complete set of error messages T-Server distributes in `EventError` events.
- If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

Monospace is also used for any text that users must manually enter during a configuration or installation procedure, or on a command line:

Example:
- Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures from the product GUI (graphical user interface), as used in this document, may sometimes contain a minor spelling, capitalization, or grammatical error. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the parameter's or value's presence is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information. Here is a sample:

```
smcp_server -host [/flags]
```

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

Consult these additional resources as necessary when planning your Genesys Info Mart Migration. Make sure you use the appropriate release-specific version of each document:

- The *Genesys Info Mart 7.x Deployment Guide,* which will help you configure and install Genesys Info Mart and the Genesys Info Mart Administration Console.

- The *Genesys Info Mart 7.x Reference Manual* for your database management system.

- The *Genesys Info Mart 7.x Database Size Estimator,* which will help you estimate the sizes of the Staging Area and Genesys Info Mart databases for your environment.

- The *Genesys Info Mart 7.x Operations Guide*, which will help you to schedule and monitor the Genesys Info Mart migration job as well as the extraction, transformation, and loading (ETL) jobs.

- The *Interaction Concentrator 7.x Deployment Guide*, which will help you configure and install your Interaction Concentrator application and database.

- The *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD, provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.

- The *Genesys Migration Guide*, also on the Genesys Documentation Library DVD, provides a documented migration strategy for each software release. Contact Genesys Technical Support for additional information.

- The *Genesys Hardware Sizing Guide*, which is available on the Genesys Technical Support website, contains information about recommended hardware architectures and estimating database sizes.

- The *Genesys Licensing Guide,* which is available on the Genesys Technical Support website.

- The Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at http://genesyslab.com/support.

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following document:

• *Genesys Supported Operating Environment Reference Manual*

Genesys product documentation is available on the:

• Genesys Technical Support website at `http://genesyslab.com/support`.

• Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to `Techpubs.webadmin@genesyslab.com`.

You can comment on what you regard as specific errors or omissions, and on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way it believes appropriate, without incurring any obligation to you.

Part

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Genesys Info Mart 7.x Migration

The chapters in this section describe the migration process for Genesys Info Mart 7.x. They also describe how to migrate other Genesys solutions, and third-party software components, that support and enable Genesys Info Mart functionality.

Note: The migration process for Genesys Info Mart 8.x releases is described in a separate section of the *Genesys Migration Guide*.

The information is divided into the following chapters:

- Chapter 47, "Introduction to Genesys Info Mart 7.x Migration," on page 13, provides an introduction to Genesys Info Mart migration.
- Chapter 48, "Changes in Genesys Info Mart 7.x," on page 21, describes the changes in Genesys Info Mart functionality from one release to the next.
- Chapter 49, "Genesys Info Mart Migration Procedures," on page 71, presents a high-level description of the procedures that you must follow to deploy or migrate Genesys Info Mart.

Before proceeding, review the architecture section in the *Genesys Info Mart Deployment Guide* to familiarize yourself with the product architecture.

Notes:

- The current version of this document covers migration information for Genesys Info Mart up to general release 7.6.014. If you are migrating your Genesys Info Mart from release 7.5, 7.2, or 7.0 to a general release later than 7.6.014.x, contact Genesys Technical Support for available migration instructions. If you are upgrading your Genesys Info Mart from a 7.6 release to a later 7.6 release, consult the Deployment Procedure supplied with the release to which you are upgrading.

- Be sure to review the information in all the Genesys Info Mart Migration chapters before performing any migration procedures.

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Chapter

47

Introduction to Genesys Info Mart 7.x Migration

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. The following Genesys Info Mart migration scenarios are described in this guide:

- Migration from Genesys Info Mart 7.5.x to Genesys Info Mart 7.6.x.
- Migration from Genesys Info Mart 7.2.x to Genesys Info Mart 7.6.x.
- Migration from Genesys Info Mart 7.2.x to Genesys Info Mart 7.5.x.
- Migration from Genesys Info Mart 7.0.2 to Genesys Info Mart 7.6.x.
- Migration from Genesys Info Mart 7.0.2 to Genesys Info Mart 7.5.x.
- Migration from Genesys Info Mart 7.0.2 to Genesys Info Mart 7.2.0.
- Migration from Genesys Info Mart 7.0.1 to Genesys Info Mart 7.0.2.

Note: Your migration considerations include Genesys Info Mart software and its supporting software components.

This chapter contains the following sections:

Preliminary Migration Procedures

The migration process includes these preliminary procedures for Genesys Info Mart.

1. Review the "Migration Roadmap" section of the *Genesys Migration Guide.*

2. Review "Supporting Software Components" on page 15 for a list of software components that support Genesys Info Mart functionality.

3. Review the chapter about planning in the *Genesys Info Mart Deployment Guide* to familiarize yourself with the factors you need to consider when planning your Genesys Info Mart deployment.

4. Review the licensing requirements for Genesys Info Mart. See the *Genesys Licensing Guide* for more information.

   Note: Starting with release 7.5, Genesys Info Mart does not require technical licenses.

5. See the *Genesys Interoperability Guide* for information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and G*plus* Adapters Interoperability.

6. Review the new features and component changes in the appropriate release-specific sections in "Changes in Genesys Info Mart 7.x" on page 21.

7. Review the configuration option changes in the appropriate release-specific sections in "Changes in Genesys Info Mart 7.x" on page 21. For complete information about configuration options, see the *Genesys Info Mart Deployment Guide*.

8. Review the Info Mart database schema changes in the appropriate release-specific sections in "Changes in Genesys Info Mart 7.x" on page 21. For complete information about the Info Mart database schema, see the *Genesys Info Mart Reference Manual* for your DB2, Microsoft SQL Server, or Oracle database.

Supporting Software Components

Several software components support Genesys Info Mart functionality. Table 1 provides a list of supporting software components that you must consider for your release of Genesys Info Mart.

Table 1: Supporting Software Components

Component	Genesys Info Mart Release				
	7.0.1	**7.0.2**	**7.2.x**	**7.5.x**	**7.6.x**
Operating Systems and Third-Party Software					
Operating system for Genesys Info Mart	Yes	Yes	Yes	Yes	Yes
Operating system for Data Integrator	Yes	Yes	Yes		
Browser software for Data Integrator	Yes	Yes	Yes		
JRE/JDK for Genesys Info Mart	Yes	Yes	Yes	Yes	Yes
JRE/JDK for Data Integrator	Yes	Yes	Yes		
JDBC Driver			Yes	Yes	Yes
Data Source RDBMS (Server and Client)					
Configuration Database	Yes	Yes	Yes		
Call Concentrator Database	Yes	Yes	Yes		
Interaction Database			Yes	Yes	Yes
Stat Server Database	Yes	Yes	Yes	Yes	Yes [a]
GVP VAR Database				Yes	Yes
Target RDBMS (Server and Client)					
Data Integrator Local Repository	Yes	Yes	Yes		

Table 1: Supporting Software Components (Continued)

Component	Genesys Info Mart Release				
	7.0.1	**7.0.2**	**7.2.x**	**7.5.x**	**7.6.x**
Staging Area Database	Yes	Yes	Yes	Yes	Yes
Info Mart Database	Yes	Yes	Yes	Yes	Yes

a. For backward compatibility with legacy reporting environments only.

Recommendations

You must consider the following recommendations for the supporting software components if applicable to your release of Genesys Info Mart:

- Operating Systems on which you will install the Data Integrator and Genesys Info Mart components. See *Genesys Supported Operating Environment Reference Manual* for more information.

- Browser software you use to communicate with Data Integrator. See *Genesys Supported Operating Environment Reference Manual* for more information.

> **Note:** Starting with release 7.5, Genesys Info Mart does not require Data Integrator.

- Java Runtime Environment (JRE), Java Development Kit (JDK), and Java Database Connectivity (JDBC) driver that Data Integrator and Genesys Info Mart use. For more information, see the section about software requirements in the *Genesys Info Mart Deployment Guide*.

- Relational Database Management System (RDBMS) software:

  - Database servers that contain Genesys application data (Configuration Server, Call Concentrator, Interaction Concentrator, Stat Server, and Genesys Voice Platform [GVP] Voice Application Reporter [VAR] databases).

  - Database servers that contain Genesys Info Mart data (Data Integrator Local Repository, Staging Area, and Info Mart databases).

  - Database client software that the Data Integrator Designer, Job Server, and Genesys Info Mart use to access the Local Repository, Configuration Server, Call Concentrator, Interaction Concentrator, Stat Server, GVP VAR, and Staging Area and Info Mart databases. (With the exception of Genesys Info Mart Administration Console, Genesys Info Mart does not use Genesys DB Server to access databases.)

> **Note:** Genesys recommends that you install the same versions of the RDBMS client and server components. Consult your RDBMS vendor for information about client/server interoperability.

For more information, see *Genesys Supported Operating Environment Reference Manual*.

Review the planning chapter in the *Genesys Info Mart Deployment Guide*, for an overview of the product architecture, and a list of Genesys applications and components that interact with Genesys Info Mart. See the *Genesys Interoperability Guide* for information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and G*plus* Adapters Interoperability.

Genesys Info Mart 7.x Migration Matrix

When you are migrating Genesys Info Mart from an earlier release to a later release, you may be able to do so in one stage (as, for example, with migration from release 7.5 to 7.6) or your migration may involve two or more stages (as, for example, with migration from release 7.2 to 7.6.x).

Use Table 2 for a quick reference to all of the stages that are necessary for migration from your current Genesys Info Mart release to the target release.

Notes:

- Generally, you can migrate to the currently shipping version in each 7.x.x target release. However, when migrating from 7.2 to 7.5 you must migrate to release 7.5.005.17, or a later 7.5 release.
- For the list of specific 7.5.x releases from which you can migrate to release 7.6.x, see page 72.

Table 2: Genesys Info Mart 7.x Migration Matrix

Current Release	Target Release			
	7.0.2	**7.2.x**	**7.5.x**	**7.6.x**
7.0.1	Migrating Genesys Info Mart from 7.0.1 to 7.0.2, page 108	1. Migrating Genesys Info Mart from 7.0.1 to 7.0.2, page 108 2. Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95	1. Migrating Genesys Info Mart from 7.0.1 to 7.0.2, page 108 2. Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95 3. Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86	1. Migrating Genesys Info Mart from 7.0.1 to 7.0.2, page 108 2. Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95 3. Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86 4. Migrating Genesys Info Mart from 7.5.x to 7.6.x, page 72
7.0.2		Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95	1. Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95 2. Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86	1. Migrating Genesys Info Mart from 7.0.2 to 7.2.x, page 95 2. Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86 3. Migrating Genesys Info Mart from 7.5.x to 7.6.x, page 72
7.2.x			Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86	1. Migrating Genesys Info Mart from 7.2.x to 7.5.x, page 86 2. Migrating Genesys Info Mart from 7.5.x to 7.6.x, page 72
7.5.x				Migrating Genesys Info Mart from 7.5.x to 7.6.x, page 72

Reference Materials

Refer to the following reference materials when planning your Genesys Info Mart migration. Make sure you use the appropriate release-specific version of each document.

- *Genesys Info Mart 7.x Deployment Guide*
- *Genesys Info Mart 7.x Operations Guide*
- *Genesys Info Mart 7.x Reference Manual* for your DB2, Microsoft SQL Server, or Oracle database
- *Genesys Info Mart 7.x Database Size Estimator*
- *Genesys Info Mart 7.x Release Notes and Release Advisory*
- *Genesys Licensing Guide*
- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Interoperability Guide*
- *Genesys Hardware Sizing Guide*
- *Interaction Concentrator Deployment Guide*
- *Interaction Concentrator User's Guide* (new in release 7.6)

Chapter

48 Changes in Genesys Info Mart 7.x

This section describes the changes in Genesys Info Mart's capabilities, configuration options, and database schema from one 7.x release to the next. For complete information about Genesys Info Mart 7.x, refer to the technical publications listed in "Reference Materials" on .

This chapter contains the following sections:

Content Changes in Genesys Info Mart 7.6

Notes:

- Genesys Info Mart 7.6 is considered a major software release that contains many functional enhancements.
- Genesys *strongly* recommends that you carefully plan your migration and practice migrating to Genesys Info Mart 7.6 in a non-production environment *before* performing the migration in your production environment.
- If you choose to enable some of the new functionality that requires Interaction Concentrator 7.6, do not create a new ICON `Application` object in the Configuration Layer when upgrading Interaction Concentrator. Instead, use the existing `Application` in the Configuration Layer when you install the Interaction Concentrator upgrade. Refer to the *Genesys Info Mart 7.6 Operations Guide* for details.

New Functionality Genesys Info Mart 7.6 provides the following new functionality or changed functionality:

- Provides a new ETL job, `Job_MigrateGIM,` to migrate the data from the Staging Area and Genesys Info Mart databases of release 7.5 to release 7.6.

- Extracts voice agent state and reason details from Interaction Database (IDB), instead of from Stat Server. New Info Mart fact tables store details about states, reasons, and do-not-disturb (DND) modes for voice and Multimedia.

> **Note:** For backward compatibility with deployments of earlier Genesys Info Mart releases only, Genesys Info Mart continues to provide data extraction of voice agent state and reason details from the Stat Server database.

- Provides high availability (HA) data extraction for voice agent login session, state and state reason, and DND mode details, which are extracted from an IDB that is populated by Interaction Concentrator (ICON) release 7.6 that has been configured appropriately. (T-Server release 7.6 is required.)

- Loads Open Media interaction and agent activity details from an IDB into the Info Mart database, in an environment with release 7.6 of Interaction Concentrator and Interaction Server. (*Open Media* refers to a custom media channel that is supported on top of Genesys Multimedia. The `Workitem` media type is an example of Open Media.)

- Loads active Multimedia virtual queue details into the Info Mart database, and links virtual queue details to their corresponding target Multimedia interaction segment details.

- Loads active Multimedia chat interactions into the Info Mart database. Previously, only completed chat interactions were loaded into the Info Mart database.

- Provides HA data extraction for contact center configuration history details, which are extracted from IDBs that are populated by ICON release 7.6.

- Extracts data from IDB following the use of the Interaction Concentrator feature for resynchronization of configuration data.

- Provides data-quality improvements in HA data extraction for voice interaction details by comparing voice interaction data between the IDBs that constitute the HA pair.

- Provides detailed reasons for interactions that are cleared from a virtual queue, such as:
  - Target is cleared by routing strategy.
  - Interaction is routed by another, parallel virtual queue.
  - Interaction is default-routed by strategy.
  - Multimedia interaction is pulled back from strategy due to timeout.

Notes:
- The support for all four clearance scenarios requires an environment with 7.6 releases of both Universal Routing Server and Interaction Concentrator that has been configured appropriately.
- In addition, the fourth clearance scenario requires Interaction Server release 7.6 to report when a Multimedia interaction is cleared from a virtual queue or pulled from a routing strategy because it was not routed within the timeout configured for routing in Interaction Server.

- Provides uninterrupted durations for `After Call Work` (ACW) (for voice only) and `Not Ready` states, when interactions are initiated or received while in these states, in an environment with Interaction Concentrator release 7.6 that has been configured appropriately.

Note: For voice, the newly introduced fact tables in release 7.6 contain the data for this feature; the data is not available in the legacy fact tables that are implemented in previous releases.

• Provides data to calculate the number of voice interactions that are initiated or received while the agent is in ACW (voice only) or `Not Ready` states, in an environment with Interaction Concentrator release 7.6 that has been configured appropriately.

Note: For voice, the newly introduced fact tables in release 7.6 contain the data for this feature; the data is not available in the legacy fact tables that are implemented in previous releases.

• Associates ACW with the ACD or routed call, instead of with a consultation call, for the case in which the consultation call outlasts the original inbound customer call, in an environment with Interaction Concentrator release 7.6 that has been configured appropriately.

• Provides data to measure agent-to-agent consult talk duration, even if the consultation included an Interactive Voice Response (IVR) application or voice treatment port before the target agent answered the consultation.

Note: The newly introduced fact tables in release 7.6 contain the data for this feature; the data is not available in the legacy fact tables that are implemented in previous releases.

• Provides a set of new agent and interaction summary tables that facilitate aggregation for agent state and inbound voice interaction reporting.

• Provides several new interval-based and disposition-based aggregates, for use with either Genesys Interactive Insights (GI2) or your own custom reports.

• Provides configurable control of transaction sizes for data that is loaded in, aggregated in, and purged from the Info Mart database. This functionality provides improved capability for customers to control the database resources that are required to run the ETL jobs.

• Starting with Genesys Info Mart release 7.6.004:
  ◆ Provides the ability to extract UserEvent-based key-value pair (KVP) data that is sent within a configurable timeout after the associated voice interaction ends.
  ◆ Provides the ability, at your option, to include the last five minutes of extracted voice agent activity data when transforming data in a simple contact center environment. This functionality improves the accuracy of agent reports for a given business day in a contact center that operates less than 24 hours a day. (A *simple* contact center is the one where an agent only logs in to a single switch, DN, or queue at a time, and where reporting requirements do *not* include the factoring of Do-Not-Disturb [DND] mode into summarized resource states and resource state reasons.)

- Starting with Genesys Info Mart release 7.6.005:
  - Provides enhanced support for reporting tools such as GI2 to report on:
    - Additional categories of calls.
    - The business attributes assigned to interactions from queues.
    - Inbound interactions that had a defined Baseline Service Objective and were offered to a resource.
    - The number of times inbound interactions were answered.
  - Improves ETL performance by enabling you to specify the frequency with which the intraday aggregation portion of `Job_LoadRecent` will run.
  - Supports a new Technical Descriptor combination that enables Genesys Info Mart to recognize and properly report the scenario when an agent pulls a Multimedia interaction from a strategy.
- Starting with Genesys Info Mart release 7.6.006:
  - Introduces a number of internal improvements to ETL algorithms and processes and to the database schemas to improve Genesys Info Mart performance in large-scale, inbound voice contact centers. Improvement in ETL performance was observed during testing in large-scale, inbound voice deployments using Oracle 10 and running the ETL on either Solaris 10 or Windows 2003.

    New configuration options control those performance enhancements that are not relevant for smaller-scale contact centers or that modify existing functionality. The default settings of the new options maintain compatibility with existing deployments.

    To further enhance scalability, Genesys Info Mart release 7.6.006 extends native operating system support to include 64-bit Solaris 10 and 64-bit Windows 2003 operating systems.

    In addition to the performance enhancements that are intended for large-scale deployments, Genesys Info Mart release 7.6.006 improves ETL performance and reduces database storage requirements by optionally enabling you to:
    - Disable the storage of voice Interaction Segment Facts.
    - Reduce the number of days that data must be stored, before it can be purged.
    - Limit automatic aggregation to a configured time range.
    - Automatically ignore unresolved references to configuration objects when running ETL jobs.
  - Optionally enables you to populate a separate row in the `INTERACTION_RESOURCE_FACT` table for data, including user data, associated with the consultation initiation segment of an interaction (resource role is `INITIATEDCONSULT`).

- Starting with Genesys Info Mart release 7.6.007:
  - Improves ETL and Administration Console performance by providing a mechanism for purging historical information in the Staging Area database about steps that the ETL has performed related to job execution, source data extraction, target table loading, table purging, and data aggregation.
  - Improves the performance of the interval-based aggregation queries used to populate data for the Interaction-Agent Interval and Agent-State Interval aggregates by providing a new configuration option to control the timespan to consider when matching facts between fact tables in an interval-based aggregation query.
  - Enables the time range of data that is aggregated in a single database transaction by `Job_LoadRecent` and `Job_AggregateGIM` aggregation queries to be specified in hours.
  - When running `Job_ExtractICON` from the Administration Console, extracts data from all Voice details IDBs, even if you specified only a single DAP with the `ICON_CORE` role.
- Starting with Genesys Info Mart release 7.6.008:
  - Provides high availability (HA) data extraction for Outbound Contact details, which are extracted from an IDB that is populated by Interaction Concentrator release 8.0 and has been configured appropriately. See the *Genesys Info Mart 7.6.x Release Notes* for the minimum release of Interaction Concentrator 8.0 that is required to support this functionality.
  - Enables automatic retry of any failed job or Genesys Info Mart Server exception using a configured number of retries with a configurable delay between retries.
  - Provides support for the automated rerun of `Job_ExtractICON` for `role=ICON_CFG` and of `Job_TransformGIM` when `Job_TransformGIM` fails after encountering an unresolved reference to a configuration object.
  - Provides support for extracting voice interaction data from topologies where not all T-Servers or IVR Servers involved in the call flow are monitored by ICON. For example, this feature enables Info Mart to provide reporting data in the following types of environments:
    - Network routing or network parking are used, but you want Genesys Info Mart to store data for only the premise portions of the interactions.
    - There are multiple sites or multiple tenants, but you want Genesys Info Mart to store data for only some of the sites or tenants.
- Starting with Genesys Info Mart release 7.6.009:
  - Provides new aggregate measures to enable reporting tools to report on:
    - Total time to distribute interactions from an ACD or virtual queue.

* Maximum time to distribute interactions from an ACD or virtual queue.
* Total time to divert (clear) an interaction from a virtual queue.
* Maximum time to divert (clear) an interaction from a virtual queue.

* Provides you the option to maintain database table statistics for fact tables in the Info Mart database on your own, or to continue letting Genesys Info Mart maintain them as needed by the ETL. New Genesys Info Mart application options have been added to support this new capability.

* Starting with Genesys Info Mart release 7.6.010:
  * Provides the capability to map more than one Outbound Contact Record Field to each `RECORD_FIELD_*` column in `CONTACT_ATTEMPT_FACT`, `RECORD_FIELD_GROUP_1` or `RECORD_FIELD_GROUP_2`. Previously, only one Outbound Contact Record Field could be mapped to each `RECORD_FIELD_*` column. This capability is useful for deployments that have many calling lists with different record fields. Reports can use the `CALLING_LIST` dimension to determine which Outbound Contact Record Fields are stored in each `RECORD_FIELD_*` column.
  * Provides the capability, when deployed on an Oracle database, to store the full range of `NUMBER(10)` values in `USER_DATA_6` through `USER_DATA_10` in `INTERACTION_SEGMENT_FACT` and `INTERACTION_RESOURCE_FACT`. Previously, only values less than or equal to 2147483647 could be stored.

* Starting with Genesys Info Mart release 7.6.011:
  * Provides support for the Interaction Concentrator 8.0 capability for voice interactions to associate call-based Key-Value Pair (KVP) data with the Routing Point or Agent party that attached or updated the KVP data when they are no longer an active call party. For more information about this capability, see the *Interaction Concentrator 8.0 User's Guide*.
  * Provides support for the Interaction Concentrator 7.6.1 and 8.0 capability to continue storing information about Multimedia interactions that are active when the Interaction Concentrator application is stopped and subsequently restarted. For information about configuring Interaction Concentrator options to enable this capability, see the *Genesys Info Mart 7.6 Deployment Guide*. For procedures you should follow to restart Interaction Concentrator in order to minimize data loss or data quality issues, see the *Genesys Info Mart 7.6 Operations Guide*.
  * Provides support for Oracle 11g R1. For more information about preparing the Genesys Info Mart Server to use Oracle 11g R1, see the *Genesys Info Mart 7.6 Deployment Guide*.
  * Provides support for Oracle 10g R2 RAC. For more information about how to deploy Genesys Info Mart for Oracle 10g R2 RAC, see the *Genesys Info Mart 7.6 Deployment Guide*.

- Provides support for installing Genesys Info Mart Administration Console under Configuration Manager 8.0 on the Microsoft Windows 7 Operating System.

- Starting with Genesys Info Mart release 7.6.012:
  - Provides new disposition-based aggregates, `AG2_OUT_V_IXN_AGENT_*` and `AG2_OUT_V_IXN_AGENT_GRP_*`, from which you can build your own custom reports to measure agent and agent group handling of outbound and internal voice interactions based on key business attributes, such as customer segment, service type, and service subtype.
  - Provides native support for the Windows Server 2008 64-bit and Red Hat Enterprise Linux AS 64-bit operating systems.

Note: Genesys Info Mart 7.6 does not support the Transport Layer Security (TLS) protocol feature that was introduced in the 7.5 release of other Genesys components.

Technical Descriptor Key Changes

In Genesys Info Mart release 7.6.003, modifications were made to `technical_descriptor` dimension keys. As a result, technical descriptor keys for two rows in release 7.6.003 differ from those in release 7.5.005.05 or a later 7.5 release. When you run `Job_MigrateGIM` as part of the non-critical data migration, the job will re-assign the keys and adjust all impacted fact table rows that refer to the related dimension rows.

If you are migrating from release 7.5.005.05 or a later 7.5 release, you need to analyze and make your own adjustments to any custom fact, summary, or aggregate tables that you built using keys from the two affected rows. Table 3 provides the two rows that this change affects.

Table 3: Technical Descriptor Dimension Key Changes

TECHNICAL_DESCRIPTOR_KEY		RESOURCE_ ROLE_CODE	ROLE_REASON_CODE	TECHNICAL_ RESULT_CODE	RESULT_REASON_ CODE
Old Value[a]	**New Value**[b]				
102	140	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	ROUTEONNOANSWER
103	141	INCONFERENCE	CONFERENCEJOINED	REDIRECTED	UNSPECIFIED

a. In Genesys Info Mart release 7.5.005

b. Starting from Genesys Info Mart release 7.6.003

Discontinued Support

- Genesys Info Mart 7.6 does not discontinue support for any component interfaces or 7.5 functionality.

> **Note:** Refer to the *Genesys Info Mart 7.6 Deployment Guide* for instructions on how to enable new 7.6 functionality after you complete your migration.

Content Changes in Genesys Info Mart 7.5

> **Note:** Genesys Info Mart 7.5 is considered a major software release that contains many architectural changes and functional enhancements. Genesys *strongly* recommends that you carefully plan and practice migrating to Genesys Info Mart 7.5 in a non-production environment *before* performing the migration in your production environment.
>
> It is important that you also test the population of new data in your non-production environment, to ensure compatibility with your current reporting application SQL queries. This is particularly important for Genesys Info Mart facts and dimensions that are populated from attached data key-value pairs extracted from Interaction Concentrator data sources.

New Functionality   Genesys Info Mart 7.5 provides the following new functionality:

- Extracts contact center configuration history details from Interaction Database 7.5, rather than from Configuration Server 7.

- Extracts voice interaction and attached data details from one or more Interaction Database(s) 7.5, rather than from Call Concentrator. This provides improved multi-site interaction data population.

- Extracts voice resource login/logout details from Interaction Database 7.5, rather than from Stat Server 7. To ensure backward compatibility, voice resource state and resource state reasons details are still extracted from Stat Server 7.

- Loads virtual queue details into the Info Mart database (extracted from Interaction Database 7.5). These details enable virtual queue reporting based on:
  - The result and duration of the distribution attempt from the perspective of the virtual queue (such as `Diverted`, `Cleared`, or `Abandoned`).
  - The result and duration of the distribution attempt from the perspective of the target resource (such as `AnsweredbyAgent`, `AnsweredbyOther`, `Redirected`, or `AbandonedWhileRinging`). These details are supported for voice interactions only.
  - The talk, hold and after-call-work (ACW) durations associated with the calls that were distributed from the virtual queue. This type of reporting is enabled for voice interactions only, and requires a reporting specialist to develop custom SQL queries.

- Loads Multimedia solution (e-mail and chat) interaction details into the Info Mart database (extracted from Interaction Database 7.5).

- Loads Multimedia resource login/logout, resource state and resource state reasons details (extracted from Interaction Database 7.5).

- Loads Multimedia interaction details, Multimedia resource state and resource state reason details, and network routing solution voice interactions into the Info Mart database (extracted from Interaction Database 7.5).

- Loads voice application details into the Info Mart database (extracted from the Genesys Voice Platform Voice Application Platform (GVP VAR) 7.5 database).

- Improves data population for multi-site interactions. Performs intra-IDB and multi-IDB merge on voice interaction data extracted from multiple ICON databases.

- Supports high availability (HA) deduplication for voice interactions, attached data, and virtual queue details from a HA IDB pair.

- Replaces Business Objects Data Integrator with a proprietary Java-based extraction, transformation, and loading (ETL) process.

- Includes the Genesys Info Mart Administration Console, a non-Java-based application that you can use to monitor ETL job status and, when necessary, start or stop ETL jobs outside of the normal schedule.

- Supports several new operating system versions and relational database management system (RDBMS) versions.

Discontinued Support   Genesys Info Mart 7.5 no longer uses, supports, or interfaces with the following components:

- Genesys License Server—Technical licenses are no longer required.

- Configuration Server database—Genesys Info Mart 7.5 extracts contact center configuration details from Interaction Database.

- Call Concentrator 7 database(s)—Genesys Info Mart 7.5 extracts voice interactions and attached data from Interaction Database.

- Business Objects Data Integrator (including the Local Repository database, Job Server, Web Administrator Server, Designer, Web Administrator, Repository Manager and Job Server Manager).

- Genesys Info Mart 7.5 replaces Business Objects Data Integrator with the Genesys Info Mart Server component.

- `JOB_ExtractCFG`—Genesys Info Mart 7.5 uses `Job_ExtractICON` to extract the contact center configuration details.

- `JOB_ExtractCCON`—Genesys Info Mart 7.5 uses `Job_ExtractICON` to extract voice interaction and attached data details.

- The `Audit` dimension—Does not support the `DATA_COLLISION_FLAG` for HA IDBs.

> **Note:** Genesys Info Mart 7.5 does not support the Transport Layer Security (TLS) protocol feature that was introduced in the 7.5 release of other Genesys components.

Content Changes in Genesys Info Mart 7.2

Genesys Info Mart 7.2 provides the following new capabilities and options:

New Functionality

- **Intraday loading**—Genesys Info Mart 7.2 supplies separate intraday and historical tables. The ETL loads the intraday fact and aggregate tables frequently during the day. Once a day, generally overnight, the ETL moves data from the intraday fact tables to their counterpart historical fact tables, then updates the historical aggregate tables based on the newly loaded historical facts. A new ETL job, `JOB_LoadRecent`, provides intraday loading functionality.

- **Simplified job scheduling**—Genesys Info Mart Server is a new software application that launches the ETL jobs based on the schedule you configure in Configuration Sever. It also manages ETL job interdependencies. Although Genesys Info Mart Server is the application that normally launches ETL jobs, you still use Data Integrator Web Administrator to run or schedule jobs for error recovery. You can use Genesys Solution Control 7.x to start and stop Genesys Info Mart Server.

- **Pre-defined aggregates**—Genesys Info Mart 7.2 optionally populates pre-defined skill-based interaction and resource aggregates. The CCPulse+ 7.2 inbound voice reporting templates use these aggregates. Your custom reporting applications can also use these aggregates. New ETL jobs, `JOB_LoadRecent` and `JOB_AggregateGIM` provide aggregation functionality.

- **Resource state reasons**—Genesys Info Mart 7.2 optionally populates work modes and reason codes for ready, not ready and after call work DN states in its `RESOURCE_STATE_REASON_FACT` table. Both hardware and software reasons are supported. Source data is extracted from Stat Server 7.2's `VOICE_REASONS` database table.

- **Outbound Contact data**—Genesys Info Mart 7.2 optionally populates campaign configuration, campaign session, calling list metrics, and outbound contact attempt information in new fact and dimension tables. Source data is extracted from Configuration Server and Interaction Concentrator 7.2's Outbound Contact extension tables. A new ETL job, `JOB_ExtractICON`, provides the extraction functionality.

- **Active login sessions**—Genesys Info Mart 7.2 populates both active and completed login sessions in its `RESOURCE_SESSION_FACT` table. Previous versions of the product populated only completed login sessions.

- **Virtual agent group membership**—Genesys Info Mart 7.2 populates skill expression-based virtual agent group membership in its RESOURCE_GROUP_FACT table. Source data is extracted from Configuration Server 7.2's database.

- **Business Objects Data Integrator 11**—Genesys Info Mart 7.2 uses Data Integrator version 11. This version of Data Integrator, which ships with Genesys Info Mart 7.2, supports new operating systems and RDBMS versions.

- **Info Mart database enhancements**—In addition to the enhancements listed above, Genesys Info Mart 7.2 supplies other additions and enhancements to the Info Mart database.

Content Changes in Genesys Info Mart 7.0.2

Genesys Info Mart 7.0.2 provides the following new capabilities and options:

New Functionality
- **Improved performance**—Dramatically improved performance (allowing up to 1,000,000 interactions per day to be loaded into the Info Mart database). To accomplish this, the Genesys Info Mart ETL jobs have been restructured to allow multiple data extractions and multiple data transformations per day. Data is loaded into the Info Mart database once a day, generally at the end of the day.

- **Support for mixed-database environments**—The DBMS type of the Configuration Server database can be Microsoft SQL Server regardless of whether the source and target databases are Microsoft SQL Server, DB2, or Oracle.

- **Improved data management and auditing**—Facilitates Info Mart's maintenance by database administrators and support by Genesys:
  - The new Audit dimension in the Info Mart database indicates what type of source system provided the data—Configuration Server, Call Concentrator, Stat Server, or Info Mart itself— and the specific instance of that source system.
  - Within the Info Mart database, the fact and dimension tables contain new timestamps to facilitate the identification of new and changed data.
  - Within the Info Mart database, the fact extension tables contain new fields that facilitate partitioning by date.
  - New Staging Area database views provide a history about each completed ETL process.

        ◆   Enhanced Info Mart purging rules, to provide database administrators with greater control and flexibility over the time and method used to delete old table data. Specifically, Genesys Info Mart can be configured to "flag" rows that are eligible for purging, rather than delete them.

- **Reorganized configuration options within Configuration Manager**—Permits tenants in a multi-tenant deployment to modify their own configuration.

- **Business Objects Data Integrator 6.5.1**— Improves ETL performance and reliability.

Configuration Option Changes in Genesys Info Mart 7.6

Table 4 lists the changes in the Genesys Info Mart configuration options between releases 7.5.x and 7.6.x. For your convenience, the configuration sections are listed in alphabetical order, as are the options for each section. For more detailed descriptions of these options, see the section about configuring Genesys Info Mart in the *Genesys Info Mart 7.6 Deployment Guide.*

Table 4: Configuration Option Changes from 7.5.x to 7.6.x

Section	Option Name	Change Type	Changed in Release	Details
custom-data	extract-user-event-data	Option added.	7.6.004	
custom-data	user-event-data	Option added.	7.6.004	This option can be configured only in the `Application` object for the Database Access Point (DAP) through which voice interaction data is extracted (the role is set to `ICON_CORE`).
custom-data	user-event-data-timeout	Option added.	7.6.004	
gim-aggregates-tenant	days-to-keep-day-level-disposition-aggregates	Option added.	7.6	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-aggregates-tenant	days-to-keep-day-level-interval-aggregates	Option added.	7.6	
gim-aggregates-tenant	days-to-keep-hour-level-disposition-aggregates	Option added.	7.6	
gim-aggregates-tenant	days-to-keep-hour-level-interval-aggregates	Option added.	7.6	
gim-aggregates-tenant	days-to-keep-month-level-disposition-aggregates	Option added.	7.6	
gim-aggregates-tenant	days-to-keep-subhour-level-interval-aggregates	Option added.	7.6	
gim-aggregates-tenant	interval-aggregates-fact-time-window	Option added.	7.6.007	
gim-aggregates-tenant	max-late-arriving-fact-time-limit	Option added.	7.6.006	
gim-aggregates-tenant	populate-agent-state-interval-aggregates	Option added.	7.6	
gim-aggregates-tenant	populate-ixn-agent-aggregates	Option added.	7.6	
gim-aggregates-tenant	populate-ixn-agent-interval-aggregates	Option added.	7.6	
gim-aggregates-tenant	populate-ixn-agent-out-aggregates	Option added.	7.6.012	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-aggregates-tenant	populate-ixn-service-type-aggregates	Option added.	7.6	
gim-aggregates-tenant	populate-queue-aggregates	Option added.	7.6	
gim-aggregates-tenant	short-talk-threshold	Option added.	7.6.005	
gim-agg-voice-abandon-tenant		Section added.	7.6	
gim-agg-voice-abandon-tenant	abandon-duration-range-01-thold through abandon-duration-range-19-thold	Options added.	7.6	
gim-agg-voice-init-resp-tenant		Section added.	7.6	
gim-agg-voice-init-resp-tenant	init-resp-duration-range-01-thold through init-resp-duration-range-19-thold	Options added.	7.6	
gim-etl	aggregate-time-range-limit	Option added.	7.6	
gim-etl	aggregate-time-range-units	Value added.	7.6.007	HOURS is added to the list of valid values.
gim-etl	aggregate-time-range-units	Option added.	7.6	
gim-etl	data-migration-time-range-limit	Option added.	7.6	
gim-etl	data-migration-time-range-units	Option added.	7.6	
gim-etl	days-to-keep-stg-ha-login-sessions	Option added.	7.6.009	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-etl	days-to-keep-stg-history	Option added.	7.6.007	
gim-etl	days-to-keep-stg-icon-call-info	Option added.	7.6.003	
gim-etl	default-ivr-to-self-service	Option added.	7.6	
gim-etl	extract-ha-voice-agent-activity	Option added.	7.6	
gim-etl	extract-partially-merged-interactions	Option added.	7.6.008	
gim-etl	factor-dnd-into-sm-resource-states	Option added.	7.6	This option can be configured only in the `Switch` object.
gim-etl	ha-agent-all-connections-required	Option added.	7.6	
gim-etl	ha-cfg-all-connections-required	Option added.	7.6	
gim-etl	ha-ir-extract-comparison-timeout	Option added.	7.6	
gim-etl	ir-merge-interval	Value added.	7.6.003	`-1` is added to the list of valid values.
gim-etl	load-transaction-size	Option added.	7.6	
gim-etl	maintain-time-range-limit	Option added.	7.6	
gim-etl	maintain-time-range-units	Option added.	7.6	
gim-etl	populate-detailed-ixn-subtype	Option added.	7.6	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-etl	populate-dt-chat-resource-activity	Option added.	7.6	
gim-etl	populate-dt-email-resource-activity	Option added.	7.6	
gim-etl	populate-dt-open-media-resource-activity	Option added.	7.6	
gim-etl	populate-dt-voice-resource-activity	Option added.	7.6	
gim-etl	populate-open-media-ixns	Option added.	7.6	
gim-etl	populate-open-media-resource-activity	Option added.	7.6	
gim-etl	populate-sm-chat-resource-activity	Option added.	7.6	
gim-etl	populate-sm-email-resource-activity	Option added.	7.6	
gim-etl	populate-sm-open-media-resource-activity	Option added.	7.6	
gim-etl	populate-sm-voice-resource-activity	Option added.	7.6	
gim-etl	populate-voice-init-consult-in-irf	Option added.	7.6.006	
gim-etl	populate-voice-ixn-seg-facts	Option added.	7.6.006	
gim-etl	populate-voice-resource-states-for-queues	Option added.	7.6	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-etl	q-answer-threshold-mm	Option added.	7.6	This option can also be configured in the DN objects for virtual queues.
gim-etl	sm-resource-state-priority	Option added.	7.6	
gim-etl	sub-hour-level-aggregation	Option added.	7.6	
gim-etl-tenant	days-to-keep-dt-resource-activity-facts	Option added.	7.6	This option can also be configured in tenant objects.
gim-etl-tenant	days-to-keep-dt-resource-activity-facts	Valid values changed.	7.6.006	The minimum valid value is changed from 30 to 3.
gim-etl-tenant	days-to-keep-gim-facts	Valid values changed.	7.6.006	The minimum valid value is changed from 30 to 3.
gim-transformation	complex-voice-agent-env	Option added.	7.6.004	
gim-transformation	ignore-missing-config-objs	Option added.	7.6.006	
gim-transformation	transformation-buffer-size	Valid values changed.	7.6.006	The maximum valid value is changed from 5 to 50.
gim-tuning		Section added.	7.6.006	
gim-tuning	aggregate-tenants-in-parallel	Option added.	7.6.006	
gim-tuning	extract-agent-activity-data-in-parallel	Option added.	7.6.006	
gim-tuning	extract-ha-deduplicate-in-parallel	Option added.	7.6.006	
gim-tuning	extract-merging-in-parallel	Option added.	7.6.006	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-tuning	load-historical-tables-in-parallel	Option added.	7.6.006	
gim-tuning	load-intraday-tables-in-parallel	Option added.	7.6.006	
gim-tuning	lookup-caching-factor	Option added.	7.6.006	
gim-tuning	maintain-tables-in-parallel	Option added.	7.6.006	
gim-tuning	maintain-tenants-in-parallel	Option added.	7.6.006	
gim-tuning	max-tenants-in-parallel	Option added.	7.6.006	
gim-tuning	oracle-stats-degree-of-parallelism	Option added.	7.6.006	
gim-tuning	oracle-stats-estimate-percent	Option added.	7.6.009	
gim-tuning	run-gim-config-before-starting-job	Option added.	7.6.006	
gim-tuning	run-historical-fact-table-stats	Option added.	7.6.009	
gim-tuning	run-intraday-fact-table-stats	Option added.	7.6.009	
gim-tuning	update-historical-gvp-facts-intraday	Option added.	7.6.010	
optional-tables	populate-acd-queue-facts	Option added.	7.6	
optional-tables	populate-dt-dnd-facts	Option added.	7.6	
optional-tables	populate-dt-resource-state-facts	Option added.	7.6	

Table 4: Configuration Option Changes from 7.5.x to 7.6.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
optional-tables	populate-dt-resource-state-reason-facts	Option added.	7.6	
optional-tables	populate-interaction-resource-facts	Option added.	7.6	
optional-tables	populate-interaction-resource-state-facts	Option added.	7.6	
optional-tables	populate-sm-resource-session-facts	Option added.	7.6	
optional-tables	populate-sm-resource-state-facts	Option added.	7.6	
optional-tables	populate-sm-resource-state-reason-facts	Option added.	7.6	
schedule	intraday-aggregates-frequency	Option added.	7.6.005	
schedule	job-retry-count	Option added.	7.6.008	
schedule	job-retry-wait	Option added.	7.6.008	
schedule	migration-duration-in-hours	Option added.	7.6	
schedule	migration-start-time	Option added.	7.6	
schedule	run-migration	Option added.	7.6	

Configuration Option Changes in Genesys Info Mart 7.5

Table 5 lists the changes in the Genesys Info Mart configuration options between releases 7.2.x and 7.5.x. For more detailed descriptions of these options, see the section about configuring Genesys Info Mart in the *Genesys Info Mart 7.5 Deployment Guide.*

Table 5: Configuration Option Changes from 7.2.x to 7.5.x

Section	Option Name	Change Type	Changed in Release	Details
ccon-data-sources		Section removed.	7.5	This section is not used in Genesys Info Mart 7.5. In release 7.5, Genesys Info Mart uses Database Access Points (DAPs) to configure connections to Interaction Concentrator databases.
ccon-ha-pairs		Section removed.	7.5	This section is not used in Genesys Info Mart 7.5. In release 7.5, Genesys Info Mart uses Database Access Point options to configure ICON HA database pairs.
data-integrator-web-admin		Section removed.	7.5	This section is not used in Genesys Info Mart 7.5.
gim-etl	ccon-dup-scdr	Option removed.	7.5	This option is no longer used.
gim-etl	days-to-keep-stg-dup-scdrs	Option removed.	7.5	This option is no longer used.
gim-etl	max-scdr-count	Option removed.	7.5	This option is no longer used.
gim-etl	use-oracle-bulk-load	Option removed.	7.5	This option is no longer used. Genesys Info Mart 7.5 no longer uses bulk loading.
gim-etl	zero-end-time-is-active-status	Option removed.	7.5	This option is no longer used. Genesys Info Mart 7.5 requires Stat Server's `status-table-update-end-time-at-end-only` option to be set to `True`.

Table 5: Configuration Option Changes from 7.2.x to 7.5.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-etl	max-session-duration-in-hours	Option changed.	7.5	The default value of this option is now 24 (hours). Active resource sessions are always populated; a value of 0 is treated the same as the default (24).
gim-etl	days-to-keep-stg-ha-ir-ids	Option added.	7.5	This option specifies the number of days that the ETL retains IR IDs that it has extracted from one (only) of the Interaction Databases (IDBs) that constitute an HA pair.
gim-etl	extract-data-after-date	Option added.	7.5	This option specifies the starting data for extracted data.
gim-etl	extract-date-time-range-limit	Option added.	7.5	This option specifies the approximate time range of data that will be extracted in a single ETL cycle.
gim-etl	extract-date-time-range-units	Option added.	7.5	This option specifies the units used for the extract-date-time-range-limit option.
gim-etl	ir-merge-interval	Option added.	7.5	This option specifies the time interval, in minutes, at which the Genesys Info Mart Server will periodically run the IR Merge stored procedure on all configured DAPs with the role of ICON_CORE.
gim-etl	limit-extract-data	Option added.	7.5	This option specifies the amount of data that Genesys Info Mart extracts and processes.

Table 5: Configuration Option Changes from 7.2.x to 7.5.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-etl	max-wrap-delay	Option added.	7.5	This option specifies the number in seconds within which the agent must enter after-call-work (ACW) after the call ends.
gim-etl	memory-threshold	Option added.	7.5	This option specifies the percentage of available memory that must be exceeded before Genesys Info Mart logs a message indicating that the memory threshold has been exceeded.
gim-etl	populate-chat-ixns	Option added.	7.5	This option enables or disables Genesys Info Mart output of Multimedia chat interactions.
gim-etl	populate-chat-resource-activity	Option added.	7.5	This option enables or disables Genesys Info Mart output of Multimedia chat resource activity facts.
gim-etl	populate-email-ixns	Option added.	7.5	This option enables or disables Genesys Info Mart output of Multimedia e-mail interactions.
gim-etl	populate-email-resource-activity	Option added.	7.5	This option enables or disables Genesys Info Mart output of Multimedia e-mail resource activity facts.
gim-etl	q-answer-threshold-voice	Option added.	7.5	This option specifies the global default duration, in seconds, used as a target time to answer for voice interactions that entered virtual queues.
gim-etl	q-short-abandoned-threshold-voice	Option added.	7.5	This option specifies the global duration, in seconds, used to indicate that a voice interaction that was abandoned while in a virtual queue should be considered a "short" abandon.

Table 5: Configuration Option Changes from 7.2.x to 7.5.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
gim-transformation	show-conference-detail	Option added.	7.5	This option controls how Genesys Info Mart populates the TECHNICAL_DESCRIPTOR dimension for voice interactions.
gim-transformation	transformation-buffer-size	Option added.	7.5	This option specifies the relative size of the buffer used to hold extracted data during the transformation process.
ixn-user-data-facts	user-data-16	Option added.	7.5	This option specifies how User Data 16 is populated based on the specified value of the corresponding facts in the interaction segments.
ixn-user-data-facts	user-data-17	Option added.	7.5	This option specifies how User Data 17 is populated based on the specified value of the corresponding facts in the interaction segments.
ixn-user-data-facts	user-data-18	Option added.	7.5	This option specifies how User Data 18 is populated based on the specified value of the corresponding facts in the interaction segments.
ixn-user-data-facts	user-data-19	Option added.	7.5	This option specifies how User Data 19 is populated based on the specified value of the corresponding facts in the interaction segments.
ixn-user-data-facts	user-data-20	Option added.	7.5	This option specifies how User Data 20 is populated based on the specified value of the corresponding facts in the interaction segments.
license		Section removed.	7.5	This section is not used in Genesys Info Mart 7.5.

Table 5: Configuration Option Changes from 7.2.x to 7.5.x (Continued)

Section	Option Name	Change Type	Changed in Release	Details
optional-tables	populate-gvp-var-facts	Option added.	7.5	This option enables or disables Genesys Info Mart output to the GVP VAR fact and dimension tables.
optional-tables	populate-virtual-queue-facts	Option added.	7.5	This option enables or disables Genesys Info Mart output to the `VQ_SEGMENT_FACT` table.
stat-server-data-sources		Section removed.	7.5	This section is not used in Genesys Info Mart 7.5. In release 7.5, Genesys Info Mart uses Database Access Points (DAPs) to configure connections to Stat Server databases.
gim-etl	network-switch	Option added to `Switch` object.	7.5	This option identifies the `Switch` object as a network switch. The transformation process uses this option to determine which resources in the voice interaction are network resources.

Configuration Option Changes in Genesys Info Mart 7.2

Table 6 lists the changes to the Genesys Info Mart configuration options between releases 7.0.2 and 7.2. For more detailed descriptions of these options, see section about customizing your configuration in the *Genesys Info Mart 7.2 Deployment Guide*.

Table 6: Configuration Option Changes from 7.0.2 to 7.2

Section	Option name	Change Type	Changed in Release	Details
ccon-data-sources	<data-source>	Option dependency added.	7.2	The option name you choose for each Call Concentrator data source must match the system configuration you specify when you run JOB_ExtractCCON.
stat-server-data-sources	<data-source>	Option dependency added.	7.2	The option name you choose for each Stat Server data source must match the system configuration you specify when you run JOB_ExtractSS.
data-integrator-web-admin		Section added.	7.2	New section for specifying the options that Genesys Info Mart Server uses to communicate with Data Integrator's Web Administrator Server.
data-integrator-web-admin	host-name	Option added.	7.2	
data-integrator-web-admin	job-server-name	Option added.	7.2	
data-integrator-web-admin	port	Option added.	7.2	
data-integrator-web-admin	system-config	Option added.	7.2	
gim-aggregates-tenant		Section added.	7.2	New section to specify default tenant aggregation options.
gim-aggregates-tenant	populate-agent-state-aggregates	Option added.	7.2	
gim-aggregates-tenant	populate-skill-demand-aggregates	Option added.	7.2	

Table 6: Configuration Option Changes from 7.0.2 to 7.2 (Continued)

Section	Option name	Change Type	Changed in Release	Details
gim-aggregates-tenant	populate-skill-combination-aggregates	Option added.	7.2	
gim-aggregates-tenant	maximum-aggregation-level	Option added.	7.2	
gim-aggregates-tenant	init-resp-duration-range-1-thold	Option added.	7.2	
gim-agg-skill-inb-ixn-tenant		Section added.	7.2	
gim-agg-skill-inb-ixn-tenant	init-resp-duration-range-2-thold	Option added.	7.2	
gim-agg-skill-inb-ixn-tenant	init-resp-duration-range-3-thold	Option added.	7.2	
gim-agg-skill-abandon-tenant		Section added.	7.2	
gim-agg-skill-abandon-tenant	abandon-duration-range-1-thold	Option added.	7.2	
gim-agg-skill-abandon-tenant	abandon-duration-range-2-thold	Option added.	7.2	
gim-agg-skill-abandon-tenant	abandon-duration-range-3-thold	Option added.	7.2	
gim-etl	max-session-duration-in-hours	Option added.	7.2	
gim-etl	max-camp-group-session-duration-in-hours	Option added.	7.2	

Table 6: Configuration Option Changes from 7.0.2 to 7.2 (Continued)

Section	Option name	Change Type	Changed in Release	Details
gim-etl	max-camp-group-state-duration-in-hours	Option added.	7.2	
gim-etl	populate-ocs-ixns	Option added.	7.2	
gim-etl	zero-end-time-is-active-status	Option added.	7.2	
gim-transformation		Section added.	7.2	New section for customizing ETL data population.
gim-transformation	show-abandoned-detail	Option added.	7.2	
gim-transformation	voice-init-resp-duration	Option added.	7.2	
log	verbose	Option value added.	7.2	
optional-tables	populate-resource-state-reason-facts	Option added.	7.2	
schedule		Section added.	7.2	New section to specify ETL job schedule.
schedule	run-scheduler	Option added.	7.2	
schedule	etl-start-time	Option added.	7.2	
schedule	etl-frequency	Option added.	7.2	
schedule	etl-end-time	Option added.	7.2	
schedule	load-recent-with-extract-and-transform	Option added.	7.2	

Table 6: Configuration Option Changes from 7.0.2 to 7.2 (Continued)

Section	Option name	Change Type	Changed in Release	Details
schedule	populate-intraday-aggregates	Option added.	7.2	
schedule	run-maintain	Option added.	7.2	
schedule	run-aggregates	Option added.	7.2	
schedule	load-recent-start-time	Option added.	7.2	
schedule	load-start-time	Option added.	7.2	
schedule	aggregate-start-time	Option added.	7.2	
schedule	maintain-start-time	Option added.	7.2	
schedule	max-concurrent-extract-jobs	Option added.	7.2	
gim-etl-mapping		Section added to `Field` object.	7.2	New section to specify `Field` object to Genesys Info Mart mapping.
gim-etl-mapping	table-name	Option added to `Field` object.	7.2	See the section about configuring the mapping of the OCS record fields in the *Genesys Info Mart Deployment Guide*.
gim-etl-mapping	column-name	Option added to `Field` object.	7.2	See the section about configuring the mapping of the OCS record fields in the *Genesys Info Mart Deployment Guide*.

Table 6: Configuration Option Changes from 7.0.2 to 7.2 (Continued)

Section	Option name	Change Type	Changed in Release	Details
default	right_person	Option added to Field object.	7.2	See the section about configuring the mapping of the OCS record fields in the *Genesys Info Mart Deployment Guide*.
default	conversion	Option added to Field object.	7.2	See the section about configuring the mapping of the OCS record fields in the *Genesys Info Mart Deployment Guide*.
gim-etl-mapping	table-name	Option added to Field object.	7.2	See the section about configuring the mapping of the Outbound Contact record fields in the *Genesys Info Mart Deployment Guide*.
gim-etl-mapping	column-name	Option added to Field object.	7.2	See the section about configuring the mapping of the Outbound Contact record fields in the *Genesys Info Mart Deployment Guide*.
default	right_person	Option added to Field object.	7.2	See the section about configuring the mapping of the Outbound Contact record fields in the *Genesys Info Mart Deployment Guide*.
default	conversion	Option added to Field object.	7.2	See the section about configuring the mapping of the Outbound Contact record fields in the *Genesys Info Mart Deployment Guide*.

Configuration Option Changes in Genesys Info Mart 7.0.2

Table 7 lists the changes to the Genesys Info Mart configuration options between releases 7.0.1 and 7.0.2. For more detailed descriptions of these options, see the section about customizing your configuration in the *Genesys Info Mart 7.0.2 Deployment Guide*.

Table 7: Configuration Option Changes from 7.0.1 and 7.0.2

Section	Option name	Change Type	Changed in Release	Details
days-to-keep-gim-facts		Section removed.	7.0.2	Options moved to `gim-etl-tenant` section
gim-etl	data-source-lag	Option added.	7.0.2	
gim-etl	end-of-reporting-day	Option removed.	7.0.2	Option no longer used
gim-etl	max-scdr-count	Option added.	7.0.2	
gim-etl	std-enterprise-time-zone	Option added.	7.0.2	Option moved from `standard-time-zones` section.
gim-etl	purge-action-is-delete	Option added.	7.0.2	
gim-etl-tenant		Section added.	7.0.2	New section for tenant default values.
gim-etl-tenant	days-to-keep-gim-facts	Option added.	7.0.2	Option moved from `days-to-keep-gimfacts` section.
gim-etl-tenant	std-tenant-time-zone	Option added.	7.0.2	Option moved from `standard-time-zones` section.
standard-time-zone		Section removed.	7.0.2	Options moved to `gim-etl` and `gim-etl-tenant` sections.
tenant-fiscal-periods	tenant	Option removed.	7.0.2	Section now used for tenant default values.

Schema Changes in the Info Mart Database 7.6

Table 8 lists the changes to the Info Mart database schema from Genesys Info Mart 7.5 to Genesys Info Mart 7.6. For ease of reference, the tables and views are listed in alphabetical order. For a detailed description of the Info Mart

database schema, see the *Genesys Info Mart 7.6 Reference Manual* for your RDBMS (DB2, Microsoft SQL Server, or Oracle).

Table 8: Schema Changes in Release 7.6

Table/View	Column	Change Type	Changed in Release
AG2_INB_V_AGENT_QUEUE_*[a]		Tables added.	7.6
AG2_INB_V_AGENT_QUEUE_*[a]	INTERACTION_ DESCRIPTOR_KEY	Column added.	7.6.005
AG2_INB_V_AGENT_QUEUE_*[b]		Views added.	7.6
AG2_INB_V_AGENT_QUEUE_*[b]	INTERACTION_ DESCRIPTOR_KEY	Column added.	7.6.005
AG2_INB_V_I_IXN_AGENT_*[c]		Tables added.	7.6
AG2_INB_V_I_IXN_AGENT_*[c]	TOTAL_ANSWERED_COUNT	Column added.	7.6.005
AG2_INB_V_I_SESS_STATE_*[c]		Tables added.	7.6
AG2_INB_V_I_STATE_RSN_*[c]		Tables added.	7.6
AG2_INB_V_IXN_AGENT_*[a]		Tables added.	7.6
AG2_INB_V_IXN_AGENT_*[a]	TOTAL_SHORT_TALK_COUNT TOTAL_RONA_COUNT TOTAL_ABANDONED_ RINGING_COUNT	Columns added.	7.6.005
AG2_INB_V_IXN_AGENT_*[b]		Views added.	7.6
AG2_INB_V_IXN_AGENT_*[b]	TOTAL_SHORT_TALK_COUNT TOTAL_RONA_COUNT TOTAL_ABANDONED_ RINGING_COUNT	Columns added.	7.6.005
AG2_INB_V_IXN_AGENT_GRP_*[a]		Tables added.	7.6
AG2_INB_V_IXN_AGENT_GRP_*[a]	TOTAL_SHORT_TALK_COUNT TOTAL_RONA_COUNT TOTAL_ABANDONED_ RINGING_COUNT	Columns added.	7.6.005
a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
AG2_INB_V_IXN_AGENT_GRP_*[b]		Views added.	7.6
AG2_INB_V_IXN_AGENT_GRP_*[b]	TOTAL_SHORT_TALK_COUNT TOTAL_RONA_COUNT TOTAL_ABANDONED_ RINGING_COUNT	Columns added.	7.6.005
AG2_INB_V_IXN_ID_*[a]		Tables added.	7.6
AG2_INB_V_IXN_ID_*[a]	TOTAL_ENTERED_OBJ_ COUNT	Column added.	7.6.005
AG2_INB_V_IXN_ID_*[b]		Views added.	7.6
AG2_INB_V_IXN_ID_*[b]	TOTAL_ENTERED_OBJ_ COUNT	Column added.	7.6.005
AG2_INB_V_QUEUE_ABN_*[a]		Tables added.	7.6
AG2_INB_V_QUEUE_ABN_*[b]		Views added.	7.6
AG2_INB_V_QUEUE_ANS_*[a]		Tables added.	7.6
AG2_INB_V_QUEUE_ANS_*[b]		Views added.	7.6
AG2_INB_V_QUEUE_*[a]		Tables added.	7.6
AG2_INB_V_QUEUE_*[a]	TOTAL_TIME_TO_ DISTRIB_DURATION MAX_TIME_TO_DISTRIB_ DURATION TOTAL_TIME_TO_DIVERT_ DURATION MAX_TIME_TO_DIVERT_ DURATION	Columns added.	7.6.009
AG2_INB_V_QUEUE_*[b]		Views added.	7.6

a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.

b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.

c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
AG2_INB_V_QUEUE_*[b]	TOTAL_TIME_TO_DISTRIB_DURATION MAX_TIME_TO_DISTRIB_DURATION TOTAL_TIME_TO_DIVERT_DURATION MAX_TIME_TO_DIVERT_DURATION	Columns added.	7.6.009
AG2_INB_V_QUEUE_GRP_*[a]		Tables added.	7.6
AG2_INB_V_QUEUE_GRP_*[a]	TOTAL_TIME_TO_DISTRIB_DURATION MAX_TIME_TO_DISTRIB_DURATION TOTAL_TIME_TO_DIVERT_DURATION MAX_TIME_TO_DIVERT_DURATION	Columns added.	7.6.009
AG2_INB_V_QUEUE_GRP_*[b]		Views added.	7.6
AG2_INB_V_QUEUE_GRP_*[b]	TOTAL_TIME_TO_DISTRIB_DURATION MAX_TIME_TO_DISTRIB_DURATION TOTAL_TIME_TO_DIVERT_DURATION MAX_TIME_TO_DIVERT_DURATION	Columns added.	7.6.009
AG2_OUT_V_IXN_AGENT_*[a]		Tables added.	7.6.012
AG2_OUT_V_IXN_AGENT_*[b]		Views added.	7.6.012
AG2_OUT_V_IXN_AGENT_GRP_*[a]		Tables added.	7.6.012
AG2_OUT_V_IXN_AGENT_GRP_*[b]		Views added.	7.6.012
AGGREGATE_CTRL_*[a]	BEGIN_STD_TENANT_DATE_TIME_KEY	Column added.	7.6
a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
AGGREGATE_CTRL_*[a]	END_STD_TENANT_DATE_TIME_KEY	Column added.	7.6
AGGREGATE_CTRL_SUBHOUR		Table added.	7.6
AIV_INTERACTION_SEGMENT_FACT		View deleted.	7.6
AIV_RESOURCE_GROUP_FACT		View deleted.	7.6
AIV_RESOURCE_STATE_REASON_FACT		View deleted.	7.6
AIV_VOICE_IXN_FACT_EXT		View deleted.	7.6
AIV_VOICE_SEG_FACT_EXT		View deleted.	7.6
AIV_INTERACTION_FACT		View deleted.	7.6
CHAT_IXN_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
CHAT_SEG_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
DATA_MIGRATION		Table added.	7.6
DATE_TIME		Table added.	7.6
DT_DND_FACT		Table added.	7.6
DT_RES_STATE_FACT		Table added.	7.6
DT_RES_STATE_REASON_FACT		Table added.	7.6
EMAIL_IXN_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
EMAIL_SEG_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
GVP_CALL_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
INTERACTION_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
INTERACTION_FACT	MEDIA_SERVER_ROOT_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
INTERACTION_RESOURCE_FACT		Table added.	7.6
INTERACTION_RESOURCE_STATE		Table added.	7.6
INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
IXN_RESOURCE_STATE_FACT		Table added.	7.6
MEDIATION_SEGMENT_FACT		Table added.	7.6
MMEDIA_IXN_FACT_EXT		Table added.	7.6
MMEDIA_SEG_FACT_EXT		Table added.	7.6
R_CHAT_IXN_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
R_CHAT_SEG_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
R_DT_DND_FACT		Table added.	7.6
R_DT_RES_STATE_FACT		Table added.	7.6
R_DT_RES_STATE_REASON_FACT		Table added.	7.6
a. Wildcard (∗) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (∗) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (∗) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
R_EMAIL_IXN_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
R_EMAIL_SEG_FACT_EXT		Changed from Table to View for backward compatibility.	7.6
R_GVP_CALL_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
R_INTERACTION_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
R_INTERACTION_FACT	MEDIA_SERVER_ROOT_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
R_INTERACTION_RESOURCE_FACT		Table added.	7.6
R_INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_ID	Data type changed from Number(19) to Number(20)	7.6
R_IXN_RESOURCE_STATE_FACT		Table added.	7.6
R_MEDIATION_SEGMENT_FACT		Table added.	7.6
R_MMEDIA_IXN_FACT_EXT		Table added.	7.6
R_MMEDIA_SEG_FACT_EXT		Table added.	7.6
R_SM_RES_SESSION_FACT		Table added.	7.6
R_SM_RES_STATE_FACT		Table added.	7.6
R_SM_RES_STATE_REASON_FACT		Table added.	7.6
R_VOICE_RES_FACT_EXT		Table added.	7.6
a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Table 8: Schema Changes in Release 7.6 (Continued)

Table/View	Column	Change Type	Changed in Release
R_VQ_SEGMENT_FACT		Changed from Table to View for backward compatibility.	7.6
RESOURCE_	RESOURCE_ALIAS	Column added.	7.6
RESOURCE_GROUP_COMBINATION		Table added.	7.6
SM_RES_SESSION_FACT		Table added.	7.6
SM_RES_STATE_FACT		Table added.	7.6
SM_RES_STATE_REASON_FACT		Table added.	7.6
STOP_ACTION		Table added.	7.6
TIME_RANGE	BOUND_5 through BOUND_19	Columns added.	7.6
TIME_RANGE	TIME_RANGE_TYPE	Column added.	7.6
TIME_RANGE	TIME_RANGE_TYPE_CODE	Column added.	7.6
VOICE_RES_FACT_EXT		Table added.	7.6
VQ_SEGMENT_FACT		Changed from Table to View for backward compatibility.	7.6
a. Wildcard (*) represents separate tables for DAY, HOUR, MONTH, respectively.			
b. Wildcard (*) represents separate views for QRTR, SUBHR, WEEK, YEAR, respectively.			
c. Wildcard (*) represents separate tables for DAY, HOUR, SUBHR, respectively.			

Schema Changes in the Info Mart Database 7.5

Table 9 lists the changes to the Info Mart database schema from Genesys Info Mart 7.2 to Genesys Info Mart 7.5. For a detailed description of the Info Mart database schema, see the *Genesys Info Mart 7.5 Reference Manual* for your RDBMS (DB2, Microsoft SQL Server, or Oracle).

Table 9: Schema Changes in Release 7.5

Table/View	Column	Change Type	Changed in Release
CHAT_IXN_FACT_EXT		Table added.	7.5
CHAT_SEG_FACT_EXT		Table added.	7.5
EMAIL_IXN_FACT_EXT		Table added.	7.5
EMAIL_SEG_FACT_EXT		Table added.	7.5
GVP_APPLICATION		Table added.	7.5
GVP_CALL_FACT		Table added.	7.5
GVP_SUBCALL_FACT		Table added.	7.5
GVP_SUBCALL_FLOW		Table added.	7.5
GVP_VOICE_MEDIA_SERVER		Table added.	7.5
GVP_WEB_APPL_SERVER		Table added.	7.5
R_CHAT_IXN_FACT_EXT		Table added.	7.5
R_CHAT_SEG_FACT_EXT		Table added.	7.5
R_EMAIL_IXN_FACT_EXT		Table added.	7.5
R_EMAIL_SEG_FACT_EXT		Table added.	7.5
R_GVP_CALL_FACT		Table added.	7.5
R_GVP_SUBCALL_FACT		Table added.	7.5
R_VQ_SEGMENT_FACT		Table added.	7.5
USER_DATA_2		Table added.	7.5
VQ_SEGMENT_FACT		Table added.	7.5
INTERACTION_FACT	USER_DATA_2_KEY	Column added.	7.5
INTERACTION_FACT	MEDIA_SERVER_IXN_GUID	Column added.	7.5
INTERACTION_FACT	MEDIA_SERVER_ROOT_IXN_GUID	Column added.	7.5
INTERACTION_FACT	NETWORK_SEGMENT_COUNT	Column added.	7.5
INTERACTION_FACT	NETWORK_SEGMENT_DURATION	Column added.	7.5

Table 9: Schema Changes in Release 7.5 (Continued)

Table/View	Column	Change Type	Changed in Release
INTERACTION_FACT	USER_DATA_16	Column added.	7.5
INTERACTION_FACT	USER_DATA_17	Column added.	7.5
INTERACTION_FACT	USER_DATA_18	Column added.	7.5
INTERACTION_FACT	USER_DATA_19	Column added.	7.5
INTERACTION_FACT	USER_DATA_20	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_2_KEY	Column added.	7.5
INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_ID	Column added.	7.5
INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_GUID	Column added.	7.5
INTERACTION_SEGMENT_FACT	TARGET_ADDRESS	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_16	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_17	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_18	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_19	Column added.	7.5
INTERACTION_SEGMENT_FACT	USER_DATA_20	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_2_KEY	Column added.	7.5
R_INTERACTION_FACT	MEDIA_SERVER_IXN_GUID	Column added.	7.5
R_INTERACTION_FACT	MEDIA_SERVER_ROOT_IXN_GUID	Column added.	7.5
R_INTERACTION_FACT	NETWORK_SEGMENT_COUNT	Column added.	7.5
R_INTERACTION_FACT	NETWORK_SEGMENT_DURATION	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_16	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_17	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_18	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_19	Column added.	7.5
R_INTERACTION_FACT	USER_DATA_20	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_2_KEY	Column added.	7.5

Table 9: Schema Changes in Release 7.5 (Continued)

Table/View	Column	Change Type	Changed in Release
R_INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_ID	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	MEDIA_SERVER_IXN_GUID	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	TARGET_ADDRESS	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_16	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_17	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_18	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_19	Column added.	7.5
R_INTERACTION_SEGMENT_FACT	USER_DATA_20	Column added.	7.5
RESOURCE	NETWORK_RESOURCE_FLAG	Column added.	7.5
ROUTING_TARGET	TARGET_OBJECT_SELECTED	Column added.	7.5
SCHEMA_INFO	MIGRATE_FLAG	Column added.	7.5
STRATEGY	STRATEGY_RESULT_CODE	Column added.	7.5
STRATEGY	STRATEGY_OUTCOME	Column added.	7.5
STRATEGY	STRATEGY_OUTCOME_CODE	Column added.	7.5
TECHNICAL_DESCRIPTOR	ROLE_REASON	Column added.	7.5
TECHNICAL_DESCRIPTOR	ROLE_REASON_CODE	Column added.	7.5

Schema Changes in the Info Mart Database 7.2

Table 10 lists the changes to the Info Mart database schema from Genesys Info Mart 7.0.2 to Genesys Info Mart 7.2. The Info Mart database schema is described in detail in the *Genesys Info Mart 7.2 Reference Manual* for your RDBMS (DB2, Microsoft SQL Server or Oracle).

> **Note:** MEDIA_RESOURCE_KEY is a new column in INTERACTION_FACT, INTERACTION_SEGMENT_FACT, and RESOURCE_SESSION_FACT. This column represents the Extension or ACD Position associated with the fact. For existing facts in these tables, the migration script populates MEDIA_RESOURCE_KEY with a value representing the "Unknown" resource. This is because it is not possible to determine the correct MEDIA_RESOURCE_KEY once the data has already been populated in the Info Mart database.

Table 10: Schema Changes in Release 7.2

Table/View	Column	Change Type	Changed in Release
Changes Made for Aggregation			
AGGREGATE_CTRL_HOUR		Table added.	7.2
AGGREGATE_CTRL_DAY		Table added.	7.2
AGGREGATE_CTRL_MONTH		Table added.	7.2
AG_AGENT_VOICE_IXN_HOUR		Table added.	7.2
AG_AGENT_VOICE_IXN_DAY		Table added.	7.2
AG_AGENT_VOICE_IXN_WEEK		View added.	7.2
AG_AGENT_VOICE_IXN_MONTH		Table added.	7.2
AG_AGENT_VOICE_IXN_QUARTER		View added.	7.2
AG_AGENT_VOICE_IXN_YEAR		View added.	7.2
AG_SKILL_GROUP_ABN_HOUR		Table added.	7.2
AG_SKILL_GROUP_ABN_DAY		Table added.	7.2
AG_SKILL_GROUP_ABN_WEEK		View added.	7.2
AG_SKILL_GROUP_ABN_MONTH		Table added.	7.2
AG_SKILL_GROUP_ABN_QUARTER		View added.	7.2
AG_SKILL_GROUP_ABN_YEAR		View added	7.2
AG_SKILL_GROUP_HOUR		Table added.	7.2
AG_SKILL_GROUP_DAY		Table added.	7.2
AG_SKILL_GROUP_WEEK		View added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
AG_SKILL_GROUP_MONTH		Table added.	7.2
AG_SKILL_GROUP_QUARTER		View added.	7.2
AG_SKILL_GROUP_YEAR		View added.	7.2
AG_SKILL_RESOURCE_ABN_HOUR		Table added.	7.2
AG_SKILL_RESOURCE_ABN_DAY		Table added.	7.2
AG_SKILL_RESOURCE_ABN_WEEK		View added.	7.2
AG_SKILL_RESOURCE_ABN_MONTH		Table added.	7.2
AG_SKILL_RESOURCE_ABN_QUARTER		View added.	7.2
AG_SKILL_RESOURCE_ABN_YEAR		View added.	7.2
AG_SKILL_RESOURCE_HOUR		Table added.	7.2
AG_SKILL_RESOURCE_DAY		Table added.	7.2
AG_SKILL_RESOURCE_WEEK		View added.	7.2
AG_SKILL_RESOURCE_MONTH		Table added.	7.2
AG_SKILL_RESOURCE_QUARTER		View added.	7.2
AG_SKILL_RESOURCE_YEAR		View added.	7.2
AG_SKILL_VOICE_INB_IXN_HOUR		Table added.	7.2
AG_SKILL_VOICE_INB_IXN_DAY		Table added.	7.2
AG_SKILL_VOICE_INB_IXN_WEEK		View added.	7.2
AG_SKILL_VOICE_INB_IXN_MONTH		Table added.	7.2
AG_SKILL_VOICE_INB_IXN_QUARTER		View added.	7.2
AG_SKILL_VOICE_INB_IXN_YEAR		View added.	7.2
AG_STATE_REASON_VOICE_HOUR		Table added.	7.2
AG_STATE_REASON_VOICE_DAY		Table added.	7.2
AG_STATE_REASON_VOICE_WEEK		View added.	7.2
AG_STATE_REASON_VOICE_MONTH		Table added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
AG_STATE_REASON_VOICE_QUARTER		View added.	7.2
AG_STATE_REASON_VOICE_YEAR		View added.	7.2
AIV_INTERACTION_FACT		View added.	7.2
AIV_INTERACTION_SEGMENT_FACT		View added.	7.2
AIV_RESOURCE_GROUP_FACT		View added.	7.2
AIV_RESOURCE_STATE_REASON_FACT		View added.	7.2
AIV_VOICE_IXN_FACT_EXT		View added.	7.2
AIV_VOICE_SEG_FACT_EXT		View added.	7.2
TIME_RANGE		Table added.	7.2
ENTERPRISE_DATE	CAL_YEAR_WEEK_NUM	Column added.	7.2
ENTERPRISE_DATE	CAL_YEAR_MONTH_DAY_NUM	Column added.	7.2
ENTERPRISE_DATE	CAL_YEAR_MONTH_NUM	Column added.	7.2
ENTERPRISE_DATE	SECONDS_SINCE_EPOCH	Column added.	7.2
ENTERPRISE_MONTH	CAL_YEAR_MONTH_NUM	Column added.	7.2
ENTERPRISE_MONTH	CAL_YEAR	Column added.	7.2
Changes Made for Outbound Contact			
CALLING_LIST		Table added.	7.2
CALLING_LIST_METRIC_FACT		Table added.	7.2
CALLING_LIST_TO_CAMP_FACT		Table added.	7.2
CALL_RESULT		Table added.	7.2
CAMPAIGN		Table added.	7.2
CAMPAIGN_GROUP_SESSION_FACT		Table added.	7.2
CAMPAIGN_GROUP_STATE		Table added.	7.2
CAMPAIGN_GROUP_STATE_FACT		Table added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
CONTACT_ATTEMPT_FACT		Table added.	7.2
CONTACT_INFO_TYPE		Table added.	7.2
DIALING_MODE		Table added.	7.2
GROUP_TO_CAMPAIGN_FACT		Table added.	7.2
RECORD_FIELD_GROUP_1		Table added.	7.2
RECORD_FIELD_GROUP_2		Table added.	7.2
RECORD_STATUS		Table added.	7.2
RECORD_TYPE		Table added.	7.2
TIME_ZONE		Table added.	7.2
Changes made for Resource State Reasons			
RESOURCE_STATE_REASON		Table added.	7.2
RESOURCE_STATE_REASON_FACT		Table added.	7.2
Changes made for Intraday Loading			
R_INTERACTION_FACT		Table added.	7.2
R_INTERACTION_SEGMENT_FACT		Table added.	7.2
R_VOICE_IXN_FACT_EXT		Table added.	7.2
R_VOICE_SEG_FACT_EXT		Table added.	7.2
R_PLACE_GROUP_FACT		Table added.	7.2
R_RESOURCE_GROUP_FACT		Table added.	7.2
R_RESOURCE_SKILL_FACT		Table added.	7.2
R_RESOURCE_SESSION_FACT		Table added.	7.2
R_RESOURCE_STATE_FACT		Table added.	7.2
R_RESOURCE_STATE_REASON_FACT		Table added.	7.2
R_CALLING_LIST_METRIC_FACT		Table added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
R_CALLING_LIST_TO_CAMP_FACT		Table added.	7.2
R_CAMPAIGN_GROUP_SESSION_FACT		Table added.	7.2
R_CAMPAIGN_GROUP_STATE_FACT		Table added.	7.2
R_CONTACT_ATTEMPT_FACT		Table added.	7.2
R_GROUP_TO_CAMPAIGN_FACT		Table added.	7.2
R_AG_AGENT_VOICE_IXN_HOUR		Table added.	7.2
R_AG_SKILL_GROUP_ABN_HOUR		Table added.	7.2
R_AG_SKILL_GROUP_HOUR		Table added.	7.2
R_AG_SKILL_RESOURCE_ABN_HOUR		Table added.	7.2
R_AG_SKILL_RESOURCE_HOUR		Table added.	7.2
R_AG_SKILL_VOICE_INB_IXN_HOUR		Table added.	7.2
R_AG_STATE_REASON_VOICE_HOUR		Table added.	7.2
Other enhancements			
GROUP_	GROUP_TYPE_CODE	Column added.	7.2
GROUP_	GROUP_CFG_TYPE_ID	Column added.	7.2
INTERACTION_FACT	MEDIA_RESOURCE_KEY	Column added.	7.2
INTERACTION_FACT	AGENT_HANDLE_ DURATION	Column added.	7.2
INTERACTION_FACT	MET_SERVICE_ OBJECTIVE_FLAG	Column added.	7.2
INTERACTION_FACT	ANSWERED_WITH_ SKILL_MATCH_FLAG	Column added.	7.2
INTERACTION_SEGMENT_FACT	MEDIA_RESOURCE_KEY	Column added.	7.2
INTERACTION_TYPE	INTERACTION_TYPE_ CODE	Column added.	7.2
INTERACTION_TYPE	INTERACTION_SUBTYPE	Column added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
INTERACTION_TYPE	INTERACTION_SUBTYPE_CODE	Column added.	7.2
MEDIA_TYPE	MEDIA_NAME_CODE	Column added.	7.2
REQUESTED_SKILL	TENANT_KEY	Column added.	7.2
REQUESTED_SKILL_COMBINATION		Table added.	7.2
RESOURCE_	RESOURCE_TYPE_CODE	Column added.	7.2
RESOURCE_	RESOURCE_CFG_TYPE_ID	Column added.	7.2
RESOURCE_SESSION_FACT	MEDIA_RESOURCE_KEY	Column added.	7.2
RESOURCE_STATE_FACT	STATE_TYPE_CODE	Column added.	7.2
RESOURCE_STATE_FACT	STATE_NAME_CODE	Column added.	7.2
ROUTING_TARGET	ROUTING_TARGET_TYPE	Column added.	7.2
ROUTING_TARGET	ROUTING_TARGET_TYPE_CODE	Column added.	7.2
SCHEMA_INFO	INSTALL_TIME	Column added.	7.2
SCHEMA_INFO	MIGRATE_TIME	Column added.	7.2
STRATEGY	STRATEGY_TYPE_CODE	Column added.	7.2
TECHNICAL_DESCRIPTOR	TECHNICAL_RESULT_CODE	Column added.	7.2
TECHNICAL_DESCRIPTOR	RESULT_REASON_CODE	Column added.	7.2
TECHNICAL_DESCRIPTOR	RESOURCE_ROLE_CODE	Column added.	7.2
TENANT_DATE	CAL_YEAR_WEEK_NUM	Column added.	7.2
TENANT_DATE	CAL_YEAR_MONTH_DAY_NUM	Column added.	7.2
TENANT_DATE	CAL_YEAR_MONTH_NUM	Column added.	7.2
TIME_OF_DAY	TIME_INTERVAL_15_MINUTE_NUM	Column added.	7.2

Table 10: Schema Changes in Release 7.2 (Continued)

Table/View	Column	Change Type	Changed in Release
`TIME_OF_DAY`	`TIME_INTERVAL_30_ MINUTE_NUM`	Column added.	7.2
`TIME_OF_DAY`	`TIME_INTERVAL_60_ MINUTE_NUM`	Column added.	7.2
`VOICE_IXN_FACT_EXT`	`AGENT_TALK_DURATION`	Column added.	7.2
`VOICE_IXN_FACT_EXT`	`AGENT_HOLD_DURATION`	Column added.	7.2
`VOICE_IXN_FACT_EXT`	`ANSWERED_BY_AGENT_ FLAG`	Column added.	7.2
`VOICE_IXN_FACT_EXT`	`TRANSFERRED_BY_ AGENT_FLAG`	Column added.	7.2
`VOICE_IXN_FACT_EXT`	`ABANDONED_BY_ CUSTOMER_FLAG`	Column added.	7.2
`AUDIT`	`ARTIFICIALLY_ENDED`	Column added.	7.2

Schema Changes in the Info Mart Database 7.0.2

Table 11 lists the Info Mart database schema changes for Genesys Info Mart 7.0.2. The Info Mart database schema is described in detail in the *Genesys Info Mart 7.0.2 Reference* for your RDBMS (DB2, Microsoft SQL Server or Oracle).

Table 11: Schema Changes in Release 7.0.2

Table/View	Column	Change Type	Changed in Release
`AUDIT`		Table added.	7.0.2
All tables	`CREATE_AUDIT_KEY`	Column added.	7.0.2
All tables	`UPDATE_AUDIT_KEY`	Column added.	7.0.2
All tables	`GMT_ROW_CREATED_TIME`	Column added.	7.0.2
All tables	`GMT_ROW_UPDATED_TIME`	Column added.	7.0.2

Table 11: Schema Changes in Release 7.0.2 (Continued)

Table/View	Column	Change Type	Changed in Release
All tables	PURGE_FLAG	Column added.	7.0.2
INTERACTION_FACT	ACTIVE_FLAG	Column added.	7.0.2
INTERACTION_SEGMENT_FACT	ACTIVE_FLAG	Column added.	7.0.2
RESOURCE_SESSION_FACT	ACTIVE_FLAG	Column added.	7.0.2
RESOURCE_STATE_FACT	ACTIVE_FLAG	Column added.	7.0.2
VOICE_IXN_FACT_EXT	STD_ENTERPRISE_DATE_KEY	Column added.	7.0.2
VOICE_IXN_FACT_EXT	STD_TENANT_DATE_KEY	Column added.	7.0.2
VOICE_IXN_FACT_EXT	ACTIVE_FLAG	Column added.	7.0.2
VOICE_SEG_FACT_EXT	STD_ENTERPRISE_DATE_KEY	Column added.	7.0.2
VOICE_SEG_FACT_EXT	STD_TENANT_DATE_KEY	Column added.	7.0.2
VOICE_SEG_FACT_EXT	ACTIVE_FLAG	Column added.	7.0.2

Chapter

49

Genesys Info Mart Migration Procedures

This chapter provides a high-level description of the migration procedures for Genesys Info Mart 7.x and for other products that support and enable it. Refer to the other sections of this book for detailed information to help you migrate Framework and other Genesys solutions, such as Call Concentrator.

Note: The migration process for Genesys Info Mart 8.x releases is described in a separate section of the *Genesys Migration Guide*.

This chapter contains the following sections:

Note: The information in this chapter covers migration information for Genesys Info Mart up to general release 7.6.014. If you are migrating your Genesys Info Mart from release 7.5, 7.2, or 7.0 to a general release later than 7.6.014.x, contact Genesys Technical Support for available migration instructions. If you are upgrading your Genesys Info Mart from a 7.6 release to a later 7.6 release, consult the Deployment Procedure supplied with the release to which you are upgrading.

Migrating Genesys Info Mart from 7.5.x to 7.6.x

This section describes the steps that are required to migrate Genesys Info Mart and supporting software from release 7.5.x to release 7.6.x.

Migration Roadmap

The migration procedure from release 7.5.x to 7.6.x is provided for:

- An environment with Genesys Info Mart 7.5.005 or later.
- An environment with Genesys Info Mart 7.5.004 or later.

You can migrate to the currently shipping version of Genesys Info Mart 7.6.x.

Note: If you have a 7.5 release earlier than 7.5.004.07, upgrade to release 7.5.004.07 using the *Deployment Procedure* supplied with it, and then use the migration instructions in this document to migrate from release 7.5.004.07 to 7.6.

The migration process preserves the Genesys Info Mart functionality available to you in release 7.5.x within your current data source environment:

- Genesys does not recommend migrating any of the data sources at the time of Genesys Info Mart migration. If you need to migrate any of the data sources to a more recent release, do so after you complete the Genesys Info Mart migration successfully. Refer to *Genesys Info Mart 7.6 Operations Guide* for guidelines.

- If you need to enable new features introduced in release 7.6, do so after you complete the Genesys Info Mart migration successfully. Refer to the *Genesys Info Mart 7.6 Deployment Guide* for information on how to enable new features.

Notes:

- If you choose to enable some of the new functionality that requires Interaction Concentrator 7.6, do not create a new ICON `Application` object in the Configuration Layer when upgrading Interaction Concentrator. Instead, use the existing `Application` in the Configuration Layer when you install the Interaction Concentrator upgrade. Refer to the *Genesys Info Mart 7.6 Operations Guide* for details.

- If you choose to enable support for high availability (HA) of Outbound Contact reporting, which requires Interaction Concentrator 8.0, you must create new ICON `Application` objects and Interaction Databases (IDBs) in the Configuration Layer. Refer to the *Genesys Info Mart 7.6 Deployment Guide* and *Interaction Concentrator 8.0 Deployment Guide* for details.

Migration Planning

1. Make sure to review all of the instructions carefully before you execute any of them.

2. Review the *Genesys Info Mart 7.6 Release Advisory* for information about known operating system and RDBMS issues, and potential ways to work around these issues.

3. Review the data-size estimates for the Staging Area database in the *Genesys Info Mart 7.6 Database Size Estimator.* The 7.6 release stores more data than the 7.5 release; therefore, if necessary, allocate more physical database storage.

4. Review the data-size estimates for the Info Mart 7.6 database in the *Genesys Info Mart 7.6 Database Size Estimator.* The 7.6 release stores more data than the 7.5 release; therefore, if necessary, allocate more physical database storage.

5. Plan to execute your migration at a time when there is relatively little contact center activity and relatively little demand for access to Info Mart database data for reporting purposes, such as during a regularly scheduled maintenance window. Several of the steps can take a significant amount of time to complete, which might affect the availability of Info Mart data.

   Carefully following the migration procedure in this document helps you to:
   - Minimize the time where Genesys Info Mart is not extracting, transforming, and loading new data.
   - Minimize the time where the Info Mart database is not available for reporting.

6. Review the information about the new job, `Job_MigrateGIM,` in the *Genesys Info Mart 7.6 Operations Guide.* It is important that you understand the role of this job in the migration process and its effect on other daily jobs. Remember that, during its first run, `Job_MigrateGIM` will migrate the data from the critical tables only. Plan on scheduling `Job_MigrateGIM` to run on a daily basis to migrate the data from non-critical tables until all data is migrated. This should minimize the impact of the migration process on your operations.

7. If you are currently storing ICON Voice details and ICON Multimedia details in the same IDB, you must now store them in separate IDBs. The "Pre-Migration Procedure" section below includes a procedure to separate the storage of ICON Multimedia details.

8. If you are migrating from release 7.5.005.05 or a later 7.5 release, review the changes to technical descriptor keys described in "Technical Descriptor Key Changes" on page 28. Analyze if you require any adjustments to your custom fact, summary, or aggregate tables that depend on those keys. Plan to make any necessary adjustments after completing critical data migration.

Pre-Migration Procedure

Preserving Custom Changes

Identify any custom changes that you made to the Genesys Info Mart 7.5 Merge Staging Area, Staging Area, and Info Mart databases—for example, table spaces, partitions, additional indexes, views, or permissions. This includes the permissions or privileges that you granted to the users of the Staging Area and Info Mart databases, as described in the section about database privileges in the *Genesys Info Mart 7.5 Deployment Guide.*

The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. They also replace some tables with views, for backward compatibility. You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

Check if you customized any of the application startup arguments for your Genesys Info Mart 7.5 application. The 7.6 installation process will overwrite these arguments and you will lose any changes you made. You will need to customize the startup arguments once again for the 7.6 application in one of the following locations, depending on your startup process for Genesys Info Mart Server:

• If you are running Genesys Info Mart Server as a Windows service, the `Path to executable:` text box of the Windows Service `Properties` dialog box includes the startup arguments. They could also be copied to the `gim_etl_update_service_arguments.bat` file located in your `gim-etl` home folder.

- If you are using Genesys Solution Control Interface to start and stop Genesys Info Mart Server, the `Start Info` tab of the Genesys Info Mart `Application` object in Configuration Manager includes the command-line arguments.

- If you are using the `gim_etl_server.bat` file to start Genesys Info Mart Server, the `.bat` file includes the command-line arguments. (The `gim_etl_server.bat` file is located in your `gim-etl` home folder.)

Storing Voice and Multimedia Details in Separate IDBs

With Genesys Info Mart release 7.6, the ICON application that you use to store Multimedia data *must* use a different IDB than any ICON application that is storing Voice details. If you are currently storing Voice details and Multimedia details in the same IDB, you must now begin storing them in separate IDBs.

Note: Loss of Multimedia interaction data may occur in Genesys Info Mart when changing the IDB used to store ICON Multimedia details. Genesys Info Mart may have incomplete information for interactions that were active at the time Multimedia data was being populated to the old (joint) IDB, and completed at the time Multimedia data was being populated to the new IDB.

Use the following procedure to separate the storage of Voice details and Multimedia details into different IDBs:

Note: All references to the ICON application in the procedure imply the ICON application that you have dedicated to handling the Multimedia data.

1. Create and initialize a new IDB (hereafter referred to as *Multimedia IDB*) to contain ICON Multimedia details (separate from ICON Voice details).

   Refer to the *Interaction Concentrator 7.5 Deployment Guide* for instructions on how to create and initialize an IDB.

   Also, use the instructions in the "Preparing IDB" section of the *Genesys Info Mart 7.5 Deployment Guide* to:
   - Run the SQL scripts that are provided with Genesys Info Mart 7.5 for the new IDB (`make_icon_indexes_for_gim.sql` and `make_iconmm_indexes_for_gim.sql`).
   - Ensure that database access is configured correctly so that Genesys Info Mart 7.5 can access the IDB data.

2. Configure a Database Access Point (DAP) for the ICON application to access this new IDB:
   - Use distinctive naming convention for the `DAP` configuration object.
   - Make sure the `role` option includes `gcc, gud, gls` values for this `DAP`.
   - Do not add this `DAP` to the ICON's `Connections` tab at this time.

   Refer to the *Interaction Concentrator 7.5 Deployment Guide* for the procedure for configuring a DAP for an IDB.

3. Configure a DAP for Genesys Info Mart to use to access the Multimedia IDB:

   • Use distinctive naming convention for the `DAP` object.
   • Specify the `role` option with the `ICON_MM` value for this `DAP`.

   Refer to the *Genesys Info Mart 7.5 Deployment Guide* for the procedure for configuring a DAP with the role `ICON_MM`.

4. Add the `DAP` object you have created in Step 3 to the `Connections` tab of the Genesys Info Mart `Application` object.

5. Stop your ICON application.

   Refer to the *Interaction Concentrator 7.5 Deployment Guide* for the procedure for stopping Interaction Concentrator.

6. Add the new ICON `DAP` object you have created in Step 2 to the `Connections` tab of the ICON `Application` object.

7. Remove the old ICON `DAP` object (used to access the IDB where Voice details and Multimedia details were joint) from the `Connections` tab of the ICON `Application` object.

8. Start your ICON application.

   Refer to the *Interaction Concentrator 7.5 Deployment Guide* for the procedure for starting Interaction Concentrator.

   The ICON application should now store Multimedia details to the new IDB, and this new IDB should not contain any Voice details.

As a result, Genesys Info Mart is now able to extract the data from the new Multimedia IDB as well as the remaining Multimedia data from the old IDB (where Voice details and Multimedia details were joint).

To complete the separation of Multimedia details storage from Voice details storage, perform the following steps, either before or after migrating Genesys Info Mart to release 7.6:

1. Monitor the Genesys Info Mart data extraction until all of the Multimedia data is extracted from the old (joint) IDB.

   You can use the `ADMIN_EXTRACT_HISTORY` view (described in *Genesys Info Mart 7.5 Operations Guide*) to tell when all of the Multimedia data from the old (joint) IDB has been processed by Genesys Info Mart. Look at the rows where `DBCONNECTION` indicates the old (joint) IDB; once the `LATEST_DATA_TIME` column reaches the time of the last Multimedia data that was written to the old IDB, all of the Multimedia data from the old IDB should have been processed.

2. After Genesys Info Mart has extracted all of the Multimedia data from the old (joint) IDB, remove the `ICON_MM` role from the `DAP` object that provides access to the old (joint) IDB. (You may want to wait an additional week before removing the `ICON_MM` role from the old `DAP`.)

   This way, Genesys Info Mart detects that only Voice details should now be extracted from that IDB.

Migration Procedure

1. Stop the Genesys Info Mart 7.5 Scheduler by setting the `run-scheduler` configuration option to `FALSE` in the `schedule` section of the `Genesys Info Mart Application` object. This will prevent the Genesys Info Mart 7.5 Server from running 7.5 ETL jobs automatically.

2. Use the Genesys Info Mart Administration Console 7.5 to run a final ETL cycle manually with the 7.5 jobs, including:

   a. The data extraction jobs that you normally schedule (`Job_ExtractICON`, `Job_ExtractSS`, and `Job_ExtractGVP`, as applicable).

   b. `Job_TransformGIM`.

   c. `Job_LoadRecent`.

3. Use the Genesys Info Mart Administration Console 7.5 to run the 7.5 daily jobs that you normally schedule:

   a. `Job_LoadGIM`—This step moves all data from the intraday fact tables (with the exception of active e-mail interactions) to the historical fact tables.

   b. `Job_AggregateGIM`.

   c. `Job_MaintainGIM`.

4. Use Solution Control Interface (SCI) to stop the Genesys Info Mart 7.5 Server process.

   Note: From this point onward, the ETL engine will process no new data until all critical migration is complete and until it is safe to resume ETL execution by using the 7.6 ETL jobs.

5. If you perform multi-IDB merge in your deployment, back up your 7.5 Merge Staging Area database.

6. Back up your 7.5 Staging Area database.

7. Back up your 7.5 Info Mart database.

8. Back up the files that you customized from your Genesys Info Mart 7.5 installation package. The installation process will overwrite theses files and you will lose any changes that you made.

9. Make a note of the application startup arguments if you customized them for your Genesys Info Mart 7.5 application. The installation process will overwrite these arguments and you will lose any changes you made.

   • If you are running Genesys Info Mart Server as a Windows service, you should have modified the startup arguments in the `gim_etl_update_service_arguments.bat` file when you deployed your Genesys Info Mart Server 7.5. If you modified the `gim_etl_update_service_arguments.bat` file with release 7.5, back up a copy of your `.bat` file that is located in your `gim-etl` home folder.

- If you are not running Genesys Info Mart Server as a Windows service, but rather use Genesys Solution Control Interface to start and stop Genesys Info Mart Server, note the command-line arguments on the `Start Info` tab of the Genesys Info Mart `Application` object in Configuration Manager.

- If you are using the `gim_etl_server.bat` file to start Genesys Info Mart Server, back up a copy of your `gim_etl_server.bat` file that is located in your `gim-etl` home folder.

10. Install the Genesys Info Mart 7.6 installation package on your Genesys Info Mart Server host over your current Genesys Info Mart 7.5 installation.

    See the chapter about installing Genesys Info Mart components in the *Genesys Info Mart 7.6 Deployment Guide.*

11. Update the 7.6 application startup arguments if you previously customized them for your Genesys Info Mart 7.5 application.

    - If you are running Genesys Info Mart Server as a Windows service, open the `General` tab of the Genesys Info Mart 7.6 Windows service `Properties` window. Copy the arguments for the 7.6 application from the `Path to executable:` text box to the `gim_etl_update_service_arguments.bat` file located in your 7.6 `gim-etl` home folder. Update the arguments per the 7.5 backup copy of the `.bat` file that you created in Step 9, but preserve the path to the 7.6 executable. Once you update the 7.6 `.bat` file, execute it in order for the changes to take affect. Genesys recommends that you make the same changes to the Genesys Info Mart `Application` object in the Configuration Manager.

    - If you are using Genesys Solution Control Interface to start and stop Genesys Info Mart Server, modify the command-line arguments on the `Start Info` tab of the Genesys Info Mart Application object in Configuration Manager, as noted in Step 9. Preserve the path to the 7.6 executable.

    - If you are using the `gim_etl_server.bat` file to start Genesys Info Mart Server, use the content of the backup 7.5 `gim_etl_server.bat` file to update the command-line arguments in the 7.6 copy of the `gim_etl_server.bat` file that the installation placed into your `gim-etl` home folder. Preserve the path to the 7.6 executable.

12. Install the Genesys Info Mart 7.6 Administration Console installation package on your Configuration Manager host over your current, Genesys Info Mart Administration Console 7.5 installation.

13. Run the SQL script that is provided with Genesys Info Mart release 7.6 to migrate the Staging Area database schema.

Notes:

- Make sure that you back up your 7.5 Staging Area database before you run the migration script. This step can take a long time depending on the amount of data in the database.
- Also, make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements have been completed successfully; then, you can eliminate these from the script before you restart it.
- If you cannot determine which statements completed successfully, restore the 7.5 Staging Area database from the backup you just created and repeat Steps 13a through 13e.

Use your RDBMS management tool to:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to your Staging Area database type (`db2`, `mssql`, or `oracle`).

e. Run the `migrate_gim_staging_area.sql` script.

Ignore error messages indicating that objects cannot be created or renamed because they already exist or do not yet exist. The following are specific examples of objects that might cause these error messages:

- `STG_EXTRACT_THROTTLE.UNFINISHED` column
- `STG_ICON_CALL_INFO.ICI_CAF_KEY_IDX` index
- `STG_ICON_CALL_INFO.ICI_CALLID_IDX` index
- `STG_PARTY_SEGMENT_INFO.STG_PSI_INT_SEG_IDX` index

Note: The SQL scripts do not qualify database objects according to their schema or owner. When you run the SQL scripts, make sure that you use the ID of the schema or owner to log in to the database. You noted this information in the appropriate section of the installation checklist in the *Genesys Info Mart 7.6 Deployment Guide.*

14. Run the SQL script that is provided with Genesys Info Mart release 7.6 to load the Staging Area database with metadata used by the jobs that perform aggregation (`JOB_LoadRecent` and `JOB_AggregateGIM`).

Use your RDBMS management tool to:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

    b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

    c. Navigate to the `sql_scripts` subdirectory.

    d. Navigate to the RDBMS-specific directory that corresponds to your Staging Area database type (`db2`, `mssql`, or `oracle`).

    e. Run the `load_gim_staging_area.sql` script.

15. Run the SQL script that is provided with Genesys Info Mart release 7.6 to migrate the Info Mart database schema.

> **Warning!** From this point onward, the Info Mart database should not be accessed by report queries or other scheduled activities, such as custom aggregation, until all critical migration is complete. Doing otherwise would interfere with the migration process which will be modifying database tables, views, and indexes, and performing critical data migration.

> **Notes:**
> - Make sure that you back up your 7.5 Info Mart database before you run the migration script. This step can take a long time, depending on the amount of data in the database.
> - Also make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements have completed successfully; then, you can eliminate these from the script before you restart it.
> - If you cannot determine which statements completed successfully, restore the 7.5 Info Mart database from the backup you just created and repeat Steps 15a through 15e.

Use your RDBMS management tool to:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to your Info Mart database type (`db2`, `mssql`, or `oracle`).

e. Run the `migrate_gim.sql` script.

16. Run the SQL script that is provided with Genesys Info Mart release 7.6 to re-create the Genesys Info Mart read-only views.

Notes:
- The SQL script does not specify any particular logical or physical storage—for example, table spaces and partitions. Review and, if necessary, modify the SQL script to make sure that it is suitable for your deployment.
- Also, see the note about schemas and owners under Step 13 (page 79).

Use your RDBMS management tool to:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to your Info Mart database type (`db2`, `mssql`, or `oracle`).

e. Run the `make_gim_view.sql` script.

17. In a multi-tenant environment, run the SQL script that is provided with Genesys Info Mart release 7.6 to re-create the tenant-specific read-only views.

Note: Specify parameters for the owner ID and views owner ID.

Use your RDBMS management tool to:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to your Info Mart database type (`db2`, `mssql`, or `oracle`).

e. Run the `make_gim_view_for_tenant.sql` script once for each tenant that Genesys Info Mart monitors.

18. Re-create any custom database objects, such as views or indexes, or permissions that you created on top of the out-of-box Genesys Info Mart database objects. (You identified these objects and permissions in "Pre-Migration Procedure" on page 74.)

19. Create indexes in IDB(s) from which Genesys Info Mart extracts Configuration details.

Use your RDBMS management tool to perform the following actions against each IDB with the DAP role equal to `ICON_CFG`:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to the IDB database type (`db2`, `mssql`, or `oracle`).

e. Run the `make_icon_cfg_indexes_for_gim.sql` script.

20. Create and update tables and indexes in IDB(s) from which Genesys Info Mart extracts Voice or Multimedia details.

Use your RDBMS management tool to perform the following actions against each IDB with the DAP role equal to `ICON_CORE` or `ICON_MM`:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to the IDB database type (`db2`, `mssql`, or `oracle`).

e. Run the `migrate_icon_indexes_for_gim.sql` script.

21. Update indexes in IDB(s) from which Genesys Info Mart extracts Multimedia details.

Use your RDBMS management tool to perform the following actions against each IDB with the DAP role equal to `ICON_MM`:

a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

c. Navigate to the `sql_scripts` subdirectory.

d. Navigate to the RDBMS-specific directory that corresponds to the IDB database type (`db2`, `mssql`, or `oracle`).

e. Run the `migrate_iconmm_indexes_for_gim.sql` script.

22. Add indexes in IDB(s) from which Genesys Info Mart extracts Outbound Contact details.

Use your RDBMS management tool to perform the following actions against each IDB with the DAP role equal to `ICON_OCS`:

      a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

      b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

      c. Navigate to the `sql_scripts` subdirectory.

      d. Navigate to the RDBMS-specific directory that corresponds to the IDB database type (`db2`, `mssql`, or `oracle`).

      e. Run the `make_icon_ocs_indexes_for_gim.sql` script.

23. If you are running a multi-IDB topology with a Merge Staging Area configured, update indexes and primary key definitions.

Use your RDBMS management tool to perform the following actions against the Merge Staging Area database:

      a. Navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

      b. Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.

      c. Navigate to the `sql_scripts` subdirectory.

      d. Navigate to the RDBMS-specific directory that corresponds to the Staging Area database type (`db2`, `mssql`, or `oracle`).

      e. Run the `upgrade_merging_to_76006.sql` script.

24. Run the Genesys Info Mart 7.6 Configuration Checker utility to verify your configuration option settings and database connectivity.

See the chapter about post-installation activities in the *Genesys Info Mart 7.6 Deployment Guide.*

25. Use SCI to start the Genesys Info Mart 7.6 Server process.

26. From the Genesys Info Mart Administration Console 7.6, run `Job_MigrateGIM`, specifying the `<ALL SOURCES>` DAP. Started in this manner, the migration job will perform all critical data migration that is required before you can resume ETL processing.

The Genesys Info Mart Administration Console will indicate when the migration job has completed successfully:

    ◆   A successful completion of the job means that all data from the critical tables has been migrated.

    ◆   If `Job_MigrateGIM` fails to complete, the log file that Genesys Info Mart Server generates will indicate the cause of the failure. After you correct the issue that caused the failure, use the Genesys Info Mart Administration Console to re-run `Job_MigrateGIM`. The job will resume where it left off.

27. Configure the Genesys Info Mart 7.6 to run the `Job_MigrateGIM` as a daily job. Started in this manner, the migration job will perform the data migration that is not critical to be completed before you resume ETL processing.

To do so, set the configuration options that control `Job_MigrateGIM` in `schedule` section of the Genesys Info Mart `Application` object:

- `run-migration` (which is set to `FALSE` by default)
- `migration-start-time` (which is set to `04:00` by default)
- `migration-duration-in-hours` (which is set to `1` by default)

Note: If you set the `migration-duration-in-hours` option to `0`, the migration job will run until all data is migrated; however, this process may take a long time and delay regular Genesys Info Mart operations. To decide whether migration of the non-critical data in one run is acceptable for your environment, review the "Job_MigrateGIM" section of the *Genesys Info Mart 7.6 Operations Guide.*

For complete descriptions of these options, including their valid values, refer to the section about configuring Genesys Info Mart options in *Genesys Info Mart 7.6 Deployment Guide.*

Note: If `Job_MigrateGIM` fails to complete, the log file that Genesys Info Mart Server generates will indicate the cause of the failure. After you correct the issue that caused the failure, use the Genesys Info Mart Administration Console to re-run `Job_MigrateGIM`. The job will resume where it left off.

---

28. Start the Genesys Info Mart 7.6 Scheduler by setting the `run-scheduler` configuration option to `TRUE` in the `schedule` section of the Genesys Info Mart `Application` object.

Note: At this point, you have completed the critical migration. It is now safe to resume ETL execution by using the 7.6 ETL jobs. It is also now safe to access the Info Mart database to produce reports and run other scheduled activities, such as custom aggregation.

---

29. Use the Genesys Info Mart Administration Console 7.6 to monitor whether Genesys Info Mart 7.6 ETL jobs are completing successfully, as scheduled.

30. Use your RDBMS management tool to issue the following SQL statement against the Info Mart database schema in order to determine that `Job_MigrateGIM` has completed the migration of all non-critical data:

```
SELECT
    TABLE_NAME, COMPLETED_FLAG
FROM
    DATA_MIGRATION;
```

When all table values return `COMPLETED_FLAG=1`, the data migration is complete.

31. After you have verified that `Job_MigrateGIM` has completed performing all non-critical data migration, configure the Genesys Info Mart Server not to run `Job_MigrateGIM` as a daily job. To do so, set the `run-migration` configuration option to `FALSE` in the `schedule` section of the Genesys Info Mart `Application` object.

32. To complete the migration process, run the SQL script that is provided with Genesys Info Mart release 7.6 to create the Genesys Info Mart read-only views in place of certain tables, for backward compatibility, and reset database constraints for the Info Mart database.

    a. Use SCI to temporarily stop the Genesys Info Mart 7.6 Server process.

    b. Use the Genesys Info Mart Administration Console 7.6 to monitor completion of any running ETL jobs.

    c. Use your RDBMS management tool to navigate to the `genesys_info_mart\db_scripts` subdirectory of the Genesys Info Mart 7.6 product CD.

    d. Navigate to the `unix` or `windows` subdirectory corresponding to the operating system on which you will be running the database scripts.

    e. Navigate to the `sql_scripts` subdirectory.

    f. Navigate to the RDBMS-specific directory that corresponds to your Info Mart database type (`db2`, `mssql`, or `oracle`).

    g. Run the `migrate_gim_done.sql` script against the Info Mart database.

    h. Use SCI to start the Genesys Info Mart 7.6 Server process.

    i. Use the Genesys Info Mart Administration Console 7.6 to verify that Genesys Info Mart 7.6 starts launching ETL jobs successfully.

Note: At successful completion of the migration job, adjustments to the technical descriptor keys are completed as well. If you are migrating from release 7.5.005 (or a later 7.5 release) to release 7.6.003 (or a later 7.6 release), make any additional adjustments, if necessary, to your custom fact, summary, and aggregate tables that are dependent on the technical descriptor keys.

Migrating Genesys Info Mart from 7.2.x to 7.6.x

This section describes the steps that are required to migrate Genesys Info Mart and supporting software from release 7.2.x to release 7.6.x.

Migrating Genesys Info Mart from release 7.2.x to release 7.6.x requires a two-step migration process:

1. Migrate Genesys Info Mart from release 7.2.x to 7.5.x (see "Migrating Genesys Info Mart from 7.2.x to 7.5.x" on).

2. Migrate Genesys Info Mart from release 7.5.x to 7.6.x (see "Migrating Genesys Info Mart from 7.5.x to 7.6.x" on).

Migrating Genesys Info Mart from 7.0.2 to 7.6.x

This section describes the steps that are required to migrate Genesys Info Mart and supporting software from release 7.0.2 to release 7.6.x.

Migrating Genesys Info Mart from release 7.0.2 to release 7.6.x requires a three-step migration process:

1. Migrate Genesys Info Mart from release 7.0.2 to 7.2.x (see "Migrating Genesys Info Mart from 7.0.2 to 7.2.x" on).

2. Migrate Genesys Info Mart from release 7.2.x to 7.5.x (see "Migrating Genesys Info Mart from 7.2.x to 7.5.x" on).

3. Migrate Genesys Info Mart from release 7.5.x to 7.6.x (see "Migrating Genesys Info Mart from 7.5.x to 7.6.x" on).

Migrating Genesys Info Mart from 7.2.x to 7.5.x

This section describes the steps that are required to migrate Genesys Info Mart and supporting software from release 7.2.x to release 7.5.x.

Notes:

- You must migrate to release 7.5.005.17, or a later 7.5 release. Genesys does not support migrating from 7.2 to any release of Genesys Info Mart earlier than 7.5.005.17.
- Genesys Info Mart 7.5 is considered a major software release that contains many architectural changes and functional enhancements. Genesys *strongly* recommends that you carefully plan and practice migrating to Genesys Info Mart 7.5 in a non-production environment *before* you perform the migration in your production environment.
- It is important also that you test the population of new data in your non-production environment, to ensure compatibility with your current reporting application SQL queries—particularly for Genesys Info Mart facts and dimensions that are populated from attached data key-value pairs that are extracted from ICON data sources.

Migration Planning

1. Perform any necessary operating system upgrades. For information about the operating system versions that Genesys Info Mart 7.5 supports, see *Genesys Supported Operating Environment Reference Manual*.

2. Perform any necessary relational database management system (RDBMS) client and server upgrades. For information about the RDBMS versions that Genesys Info Mart 7.5 supports, see *Genesys Supported Operating Environment Reference Manual*.

3. Review the *Genesys Info Mart 7.5 Release Advisory* for information about known operating system and RDBMS issues, and potential ways to work around these issues.

4. Determine the version of the Java Development Kit (JDK) that is installed. Genesys Info Mart requires a Java 1.5 JDK version that supports the 2007 changes to the U.S. daylight saving time. (Consult your Java vendor for details.) For more information, see the section about software requirements in the *Genesys Info Mart 7.5 Deployment Guide*.

5. Determine whether a Java Database Connectivity (JDBC) driver is installed for your RDBMS. Genesys Info Mart 7.5 requires you to install a JDBC driver for your RDBMS. For more information about supported JDBC drivers and how to install and configure them for Genesys Info Mart, see the section about preparing the Genesys Info Mart Server host in the *Genesys Info Mart 7.5 Deployment Guide*.

6. Upgrade your Interaction Concentrator to release 7.5 if you are using Interaction Concentrator 7.2 to collect Outbound Contact data for Genesys Info Mart. Make sure to perform this upgrade at a time when there are no active campaign sessions in progress.

7. Create a new database schema for the Merge Staging Area if you intend to extract Voice interaction data from multiple Interaction Concentrator Interaction Databases (IDBs).

8. Review the data-size estimates for the Staging Area database in the *Genesys Info Mart 7.5 Database Size Estimator*. The 7.5 release stores more data than the 7.2 release; therefore, if necessary, allocate more physical database storage.

9. Review the data-size estimates for the Info Mart 7.5 database in the *Genesys Info Mart 7.5 Database Size Estimator*. The 7.5 release stores more data than the 7.2 release; therefore, if necessary, allocate more physical database storage.

10. The extraction, transformation, and loading (ETL) jobs that ship with Genesys Info Mart 7.5 differ from those in previous releases. To plan an ETL job schedule that is suitable for your environment, review the descriptions of the Genesys Info Mart 7.5 ETL jobs— and how to schedule them—in the section about data transformation in the *Genesys Info Mart 7.5 Operations Guide*.

11. Plan a time when you can complete this migration. Several of the steps can take a significant amount of time to complete, which might affect the availability of Info Mart data.

Pre-Migration Procedure

Identify any custom changes that you made to the Genesys Info Mart 7.2 Staging Area and Info Mart databases—for example, table spaces, partitions, additional indexes, views, or permissions. This includes the permissions or privileges that you granted to the users of the Staging Area and Info Mart databases, as described in the section about database privileges in the Genesys Info Mart 7.5 Deployment Guide.

The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

Migration Procedure

1. From Configuration Manager, create and configure Interaction Concentrator 7.5 `Application` objects(s) to replace all of the following:
- Your existing Call Concentrator source(s) (`role` is `gcc`).
- Your Stat Server data sources that collect resource session information (`role` is `gls`).

> **Note:** Stat Server will continue to populate voice resource states and reasons.

- Your Configuration data source (`role` is `cfg`).

For information about configuring the Interaction Concentrator application, see the section about preparing Interaction Concentrator in the *Genesys Info Mart 7.5 Deployment Guide*.

2. Install the Interaction Concentrator 7.5 applications that you configured in Step 1. The Interaction Concentrator installation will require you to install other Genesys 7.5 software—for example, Framework T-Server and Outbound Contact.

For information about deploying Interaction Concentrator, see the *Interaction 7.5 Deployment Guide* and the *Genesys Migration Guide*.

3. For each IDB from which Genesys Info Mart will extract Voice or Multimedia details (`role` is `gcc` or `gls`), run the `make_icon_indexes_for_gim.sql` script.

4. Modify the sample `ccon_adata_spec.xml` file, which is included in the Genesys Info Mart installation package, to define the mappings between key-value pairs that are stored in the IDB tables and the Info Mart database. See the section about customizing your `ccon_adata_spec` file in the *Genesys Info Mart 7.5 Deployment Guide.*

> **Note:** This step must be repeated for each Interaction Concentrator that is recording Voice or Multimedia details (`role` is `gcc`).

5. If you are using Interaction Concentrator 7.2 to collect Outbound Contact data for Genesys Info Mart, upgrade your Interaction Concentrator to release 7.5. Make sure to perform this upgrade at a time when there are no active campaign sessions in progress.

6. Start your Interaction Concentrator 7.5 application(s).

> **Note:** It is important to start Interaction Concentrator(s) 7.5 at this point in the migration, in order to begin collecting contact center information. This will ensure that no information is missed during the transition between Call Concentrator and Interaction Concentrator 7.5. Make a note of when you start the Interaction Concentrator 7.5 application(s). (This date will be needed in Step 30).

7. Create a new database schema for the Merge Staging Area if you intend to have Genesys Info Mart process voice details from multiple Interaction Concentrator IDBs. To do this, run the Interaction Concentrator IDB initialization scripts against the Staging Area database. For instructions on how to run the scripts, see the *Interaction Concentrator 7.5 Deployment Guide.*

8. Create a new `Genesys Info Mart Application` object in Genesys Configuration Manager using the Genesys Info Mart 7.5 application template. See the chapter about configuring the Genesys Info Mart application in the *Genesys Info Mart 7.5 Deployment Guide.*

9. Configure your `Genesys Info Mart Application` object. For more information about the configuration options, see the section about configuring Genesys Info Mart options in the *Genesys Info Mart 7.5 Deployment Guide.*

10. Configure the scheduling of the Genesys Info Mart 7.5 ETL jobs. See Step 10 on page 87, and the section about data transformation in the *Genesys Info Mart 7.5 Operations Guide.* To prevent the ETL jobs from running until later in the migration process, set the `run-scheduler` option to `FALSE`.

11. Create and configure JDBC Database Access Points (DAPs) to access the Staging Area, Info Mart, and Interaction Concentrator databases. You will also need to create and configure JDBC DAPs for any Stat Server database from which Genesys Info Mart will be extracting voice resource data.

For information about configuring DAPs and DAP options, see the chapter about configuring DAPs for Genesys Info Mart in the *Genesys Info Mart 7.5 Deployment Guide.* Refer also to the database connection parameters that you noted in the appropriate section of the Installation Checklist in the *Genesys Info Mart 7.5 Deployment Guide.*

12. Create a non-JDBC DAP to access the Staging Area database from the Genesys Info Mart Administration Console. See the section about configuring a non-JDBC DAP in the *Genesys Info Mart 7.5 Deployment Guide.*

13. Perform any additional configuration for any DAPs created in Step 11 that are associated with an IDB in the HA pair (in Genesys Info Mart 7.5) that replaces the Call Concentrator HA pair (in Genesys Info Mart 7.2). For more information, see the section about configuring DAPs for high availability in the *Genesys Info Mart 7.5 Deployment Guide*.

14. On the `Connections` tab of your Genesys Info Mart application, add a connection to each of the `DAP Application` objects created in Step 11. For more information, see the section about configuring the Genesys Info Mart application in the *Genesys Info Mart 7.5 Deployment Guide.*

15. Allow the Genesys Info Mart 7.2 ETL jobs to finish a final ETL cycle.

16. Use the Solution Control Server (SCS) to stop Genesys Info Mart Server so that the 7.2 ETL jobs do not automatically start again. If you are using Data Integrator Web Administrator to schedule jobs, disable the job schedules.

> **Note:** It is very important that you allow Call Concentrator to continue running until the migration is complete, and until you are sure that new call details are being processed correctly from Interaction Concentrator by Genesys Info Mart 7.5.

17. Use the Data Integrator Web Administrator to manually run the following jobs, until all the extracted data has been transformed and loaded:

a. `JOB_TransformGIM`

b. `JOB_LoadRecent`

c. `JOB_LoadGIM`

> **Note:** You can use the `ADMIN_LOAD_HISTORY` view to help determine when all of the data has been loaded by making sure that for all fact tables the `row_count_add` and `row_count_update` columns are `0`.

Back Up Staging Area and Info Mart Databases

18. Back up the Staging Area and Info Mart databases. The Info Mart database can be restored into a new schema and used for reporting purposes during the remainder of the migration process or during your verification of successful migration.

19. Upgrade your Stat Server(s) to release 7.1.000.10 (or later), if your Stat Server release is earlier than 7.1.000.10. Make sure that the `status-table-update-end-time-at-end-only` configuration option is set to `TRUE` in the `statserver` section of the `Stat Server Application` object(s).

20. Install a version of Java 1.5 JDK that supports the 2007 changes to U.S. daylight saving time. For more information, see the section about software requirements in the *Genesys Info Mart 7.5 Deployment Guide*.

21. On the Genesys Info Mart Server:

    a. Install the appropriate JDBC driver for your RDBMS, which corresponds to the database type of the IDB, Stat Server, Staging Area, Merge Staging Area, and Info Mart databases.

    > **Note:** Genesys Info Mart 7.5 uses JDBC drivers that are installed on the Job Server to communicate with the data source and Info Mart databases.

    b. Make the JDBC driver available for use by Genesys Info Mart by including it in the `CLASSPATH` environment variable. For more information, see the section about installing JDBC drivers in the *Genesys Info Mart 7.5 Deployment Guide*.

22. Run the SQL script to update the Staging Area database schema.

    > **Notes:**
    >
    > - Make sure that you back up your 7.2 Staging Area database before you run the migration script. This step can take a long time, depending on the amount of data in the database.
    > - It is very important that you run the migration scripts against the original 7.2 Staging Area database and not against the backup one.
    > - Also make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements have been completed successfully; then, you can eliminate these from the script before you restart it.

    From the Genesys Info Mart CD-ROM:

    a. Navigate to the `genesys_info_mart\db_scripts` subdirectory.

    b. Navigate to the `unix` or `windows` subdirectory corresponding to the operating system on which you will be running the database scripts.

    c. Navigate to the `sql_scripts` subdirectory.

> **d.** Navigate to the RDBMS-specific directory that corresponds to your Staging Area database type (`db2`, `mssql`, or `oracle`).
>
> **e.** Run: `migrate_gim_staging_area.sql`.

23. Run the SQL script to load the Staging Area database with metadata used by the jobs that perform aggregation (`JOB_LoadRecent` and `JOB_AggregateGIM`).

From the Genesys Info Mart CD-ROM:

> **a.** Navigate to the `genesys_info_mart\db_scripts` subdirectory.
>
> **b.** Navigate to the `unix` or `windows` subdirectory that corresponds to the operating system on which you will be running the database scripts.
>
> **c.** Navigate to the `sql_scripts` subdirectory.
>
> **d.** Navigate to the RDBMS-specific directory that corresponds to your Staging Area database type (`db2`, `mssql`, or `oracle`).
>
> **e.** Run: `load_gim_staging_area.sql`.

Note: The SQL scripts do not qualify database objects according to their schema or owner. When you run the SQL scripts, make sure that you use the ID of the schema or owner to log in to the database. You noted this information in the appropriate section of the installation checklist in the *Genesys Info Mart 7.5 Deployment Guide*.

---

24. Run the SQL script to update the Info Mart database schema.

Notes:

- Make sure that you back up your 7.2 Info Mart database before you run the migration script. This step can take a long time, depending on the amount of data in the database.
- It is very important that you run the migration scripts against the original 7.2 Info Mart database and not against the backup one.
- Also make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements have completed successfully; then, you can eliminate these from the script before you restart it.

From the Genesys Info Mart CD-ROM:

> **a.** Navigate to the `genesys_info_mart\db_scripts` subdirectory.
>
> **b.** Navigate to the `unix` or `windows` subdirectory corresponding to the operating system on which you will be running the database scripts.
>
> **c.** Navigate to the `sql_scripts` subdirectory.
>
> **d.** Navigate to the RDBMS-specific directory that corresponds to your Info Mart database type (`db2`, `mssql`, or `oracle`).
>
> **e.** Run `migrate_gim.sql`.

Notes:

- The SQL script does not specify any particular logical or physical storage—for example, table spaces and partitions. Review and, if necessary, modify the SQL script, to make sure that it is suitable for your deployment.
- See also the note about schemas and owners under Step 23.

25. Run the Genesys Info Mart 7.5 `make_gim_view.sql` and `make_gim_tenant_view.sql` scripts, to re-create the read-only views and the tenant-specific read-only views on the Info Mart database. Specify parameters for the owner ID and views owner ID.

    These `.sql` scripts are included on the Genesys Info Mart 7.5 CD-ROM in the same subdirectories as the migration scripts that were run in Steps 22 and 24.

26. Re-create any custom database objects or permissions that become lost or invalidated during the migration process. (You identified these objects and permissions in "Pre-Migration Procedure" on page 88.)

27. Install the Genesys info Mart 7.5 application:

    a. Run the installation program to copy files to the installation directory.

    b. Run the Configuration Checker program to validate your configuration option values.

    See the chapters about installing Genesys Info Mart components and post-installation activities in the *Genesys Info Mart 7.5 Deployment Guide.*

28. Install the Genesys Info Mart 7.5 Administration Console on the same host as your Genesys Configuration Manager.

    The Genesys Info Mart Administration Console is a graphical user interface (GUI) that enables the monitoring and real-time administration of some aspects of the Genesys Info Mart ETL jobs. It is accessed through the Genesys Info Mart application in Configuration Manager. See the section about installing the Genesys Info Mart Administration Console in the *Genesys Info Mart 7.5 Deployment Guide.*

    Note: The Genesys Info Mart Administration Console requires a non-JDBC DAP in order to access the Staging Area database. See Step 12 on page 90.

29. Run the Genesys Info Mart 7.5 ETL jobs one-by-one. Use the Genesys Info Mart Administration Console to run them for the first time, rather than scheduling them to run. For complete instructions see the section about executing and scheduling ETL jobs in the *Genesys Info Mart 7.5 Operations Guide.*

30. Run the `mark_duplicate_gim_facts.sql` script against the Info Mart database. This will set the `purge_flag` to `1` for duplicate facts that were recorded when Interaction Concentrator and Call Concentrator or Stat Server processed the same information during a period of time in the migration process. `JOB_MaintainGIM` will then physically delete these marked rows from the Info Mart database the next time it is run if the value of the `purge-action-is-delete` configuration option is set to `TRUE`.

> **Note:** This script requires that you input the date on which you started Interaction Concentrator 7.5 (see Step 6).

31. After the successful initial run of the Genesys Info Mart 7.5 ETL jobs, set the `run-scheduler` option to `TRUE` to enable the Genesys Info Mart Server to schedule the jobs. See the section about using Genesys Info Mart Server to launch ETL jobs in the *Genesys Info Mart 7.5 Operations Guide.*

32. When you are satisfied that Genesys Info Mart 7.5 is working properly:

    a. Delete the Genesys Info Mart 7.2 `Application` object from Configuration Manager.

    b. Uninstall the Genesys Info Mart 7.2 application.

    c. Use your RDBMS database-specific tool to delete the Genesys Info Mart 7.2 local repository.

    d. Uninstall Data Integrator on any host on which you ran Data Integrator Designer or Data Integrator Job Server.

Migrating Genesys Info Mart from 7.0.2 to 7.5.x

This section describes the steps required to migrate Genesys Info Mart and supporting software from release 7.0.2 to release 7.5.x.

Migrating Genesys Info Mart from release 7.0.2 to release 7.5.x requires a two-step migration process:

1. Migrate Genesys Info Mart from release 7.0.2 to 7.2.x (see "Migrating Genesys Info Mart from 7.0.2 to 7.2.x" on page 95).

2. Migrate Genesys Info Mart from release 7.2.x to 7.5.x (see "Migrating Genesys Info Mart from 7.2.x to 7.5.x" on page 86).

Migrating Genesys Info Mart from 7.0.2 to 7.2.x

This section describes the steps required to migrate Genesys Info Mart and supporting software from release 7.0.2 to release 7.2.x.

Migration Planning

1. Review the list of new features in Genesys Info Mart 7.2 (see "Content Changes in Genesys Info Mart 7.2" on page 31), and determine which feature you want to implement.

2. Perform any necessary operating system upgrades. For information about the operating system versions that Genesys Info Mart 7.2 supports, see *Genesys Supported Operating Environment Reference Manual*.

3. Perform any necessary relational database management system (RDBMS) client and server upgrades. For information about the RDBMS versions Genesys Info Mart 7.2 supports, see *Genesys Supported Operating Environment Reference Manual*.

4. Review the *Genesys Info Mart 7.2 Release Advisory* for information about known Data Integrator, operating system, and RDBMS issues, and potential ways to work around these issues.

5. Review the *Genesys Info Mart 7.2 Release Notes* for important information about this Genesys Info Mart version.

6. Genesys Info Mart requires a version of Java 1.5 JDK that supports the 2007 changes to the U.S. daylight saving time. (Consult your Java vendor for details.) For more information, see the section about software requirements in the *Genesys Info Mart Deployment Guide*.

7. Determine whether a Java Database Connectivity (JDBC) driver is installed for your RDBMS. Genesys Info Mart 7.2 requires you to install a JDBC driver for your RDBMS. For more information about supported JDBC drivers, and how to install and configure them for Genesys Info Mart, see the section about JDBC drivers in the *Genesys Info Mart Deployment Guide*.

8. If you want to use Genesys Solution Control to start and stop the Genesys Info Mart Server, install Local Control Agent (LCA) 7.x on the host where you plan to install Genesys Info Mart.

9. Upgrade your Configuration Server to release 7.2.000.06 (or later) if you intend to have Genesys Info Mart populate the membership of agents among skill expression-based virtual agent groups in the Resource Group Fact table.

10. Consider upgrading Call Concentrator(s) to the latest Genesys 7 maintenance release. Although this is an optional task, upgrading to the latest maintenance release will enable Genesys Info Mart to produce higher-quality data.

11. Upgrade Stat Server(s) to release 7.2 if you intend to have Genesys Info Mart populate agent DN work modes and reason codes in its Resource State Reason Fact table. This release also supplies the `status-table-update-end-time-at-end-only` configuration option (initially available in Stat Server 7.1.000.10) that is required if you intend to have Genesys Info Mart perform intraday loading. This option allows you to set lower values for Genesys Info Mart's `etl-frequency` and `data-source-lag` options, resulting in decreased data latency.

12. Install Interaction Concentrator 7.2 if you intend to have Genesys Info Mart populate Outbound Contact-related fact and dimension tables. Interaction Concentrator requires you to install other Genesys 7.2 software, such as Framework T-Server and Outbound Contact. For information about deploying Interaction Concentrator, see the *Interaction Concentrator Deployment Guide*.

    For information about configuring the Interaction Concentrator application, see the sections about the Interaction Concentrator application and Genesys Info Mart and Outbound Contact record field data in the *Genesys Info Mart Deployment Guide*. Genesys Info Mart also relies on a new key-value pair attached to voice interactions by Outbound Contact Server 7.2 (or your agent desktop for Preview dialing campaigns). See "Modifying Your Call Concentrator Database" on for more information.

13. Review the Staging Area database's data-size estimates in the *Genesys Hardware Sizing Guide* for Genesys Info Mart 7.2. The 7.2 release stores more data than the 7.0.2 release; therefore, if necessary, allocate more physical database storage.

14. Review the data-size estimates for the Info Mart 7.2 database in the *Genesys Hardware Sizing Guide*. The 7.2 release stores more data than version 7.0.2 release; therefore, if necessary, allocate more physical database storage.

15. Genesys Info Mart 7.2 ships with Business Objects Data Integrator 11.0.2. You will be guided through the process to upgrade from Data Integrator 6.5.1 in "Migration Procedure" on .

16. The extraction, transformation, and loading (ETL) jobs that ship with Genesys Info Mart 7.2 differ from those in release 7.0.2. Genesys Info Mart 7.2 also uses a new job scheduler—Genesys Info Mart Server. To plan an ETL job schedule that is suitable for your environment, review the descriptions of the Genesys Info Mart 7.2 ETL jobs—and how to schedule them— in the section about data transformation in the *Genesys Info Mart Operations Guide*.

17. Plan a time when you can complete the migration. Several of the steps can take a significant amount of time to complete, which might affect the availability of Info Mart data.

Pre-Migration Procedure

1. Allow the Genesys Info Mart 7.0.2 ETL jobs to finish their final extract, transform, and load. Once the transform and load jobs have finished, do not allow another extract to run. Extracted data in the Staging Area database that has not been transformed and loaded into the Info Mart database will be lost when you install Genesys Info Mart 7.2. Use the Data Integrator Web Administrator to deactivate the ETL job schedules, so that the 7.0.2 ETL jobs do not run again. To deactivate the schedules:

  a. Log in to the Data Integrator Web Administrator.

  b. In the navigation tree, click `Batch` to display the list of Data Integrator local repositories.

  c. In the navigation tree, click the local repository name to display the ETL job status.

  d. Click the `Configuration` tab.

  e. For each job, click `Schedules`, select the `Select All` check box to select all schedules, and click the `Deactivate` button to deactivate the selected schedules.

  For more information on scheduling jobs, refer to the section about scheduling jobs in the *Data Integrator Administrator Guide*.

2. Create a new database schema for the Data Integrator 11.0.2 local repository. This repository will store the Genesys Info Mart 7.2 ETL job metadata. For information about how to create this database, see the section about pre-installation tasks in the *Genesys Info Mart Deployment Guide*.

> **Warning!** The Staging Area and Info Mart databases are critical resources. Make sure to back up your data to prevent any loss or corruption that might accidentally occur during the migration process.

Back Up Local Repository

3. Back up your Genesys Info Mart 7.0.2 Local Repository database.

Back Up 7.0.2 Staging Area Database

4. Back up your Genesys Info Mart 7.0.2 Staging Area database. This can take a significant amount of time and storage, depending on the amount of data that has accumulated in the Staging Area database.

Back Up 7.0.2 Info Mart Database

5. Back up your Genesys Info Mart 7.0.2 Info Mart database. This may take a significant amount of time and storage, depending on how much data has accumulated in the Info Mart database.

Back Up 7.0.2 SQL Scripts

6. Create backup copies of the Genesys Info Mart 7.0.2 deployment SQL scripts that you modified and ran when you deployed Genesys Info Mart 7.0.2. These SQL scripts perform the following tasks:

   a. Create or modify source Call Concentrator and Stat Server databases.

   b. Create the Call Concentrator EVREFEX extraction view.

   c. Create the target Staging Area and Info Mart databases.

   d. Create the Info Mart read-only views.

   The Genesys Info Mart 7.2 installation program overwrites these SQL scripts, and it does not preserve your modifications.

   To locate these SQL scripts, navigate to the Genesys Info Mart installation directory, and to its `sql_scripts` subdirectory. The SQL scripts are in the RDBMS-specific subdirectories (`db2`, `mssql`, and `Oracle`).

7. Identify any custom changes that you made to the Staging Area and Info Mart databases—for example, table spaces, partitions, additional indexes, views, or permissions. This includes the permissions or privileges that you granted to the users of the Staging Area and Info Mart databases, as described in the section about database privileges in the *Genesys Info Mart Deployment Guide*.

   The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

Back Up Configuration Options

8. Create a backup copy of your Genesys Info Mart application's configuration options, using the following procedure:

   a. Log in to Genesys Configuration Manager.

   b. Click the `Options` tab of the `Genesys Info Mart Application` object.

   c. Click `Export to Configuration File`.

   d. Type a target file name, and then click `Save`.

Migration Procedure

1. Uninstall Data Integrator 6.5.1 on any hosts where you run Data Integrator Designer or Data Integrator Job Server:

   a. Record the names and port numbers of your existing Job Servers.

   b. Stop the Data Integrator services.

   c. Uninstall the Data Integrator Software.

   For detailed instructions, see the section about preparing to install Data Integrator in the *Data Integrator Getting Started Guide*.

2. Install Java 1.5 Java Development Kit (JDK). Genesys Info Mart requires a version of Java 1.5 JDK that supports the 2007 changes to the U.S. daylight saving time. (Consult your Java vendor for details.) For more information, see the section about software requirements in the *Genesys Info Mart Deployment Guide*.

3. Install Data Integrator 11.0.2. For information about how to install Data Integrator, see the section about installing Data Integrator in the *Genesys Info Mart Deployment Guide*. When installing, note the following:

    a. If you run Data Integrator Designer and the Data Integrator Job Server on different host systems, be sure to install Data Integrator 11.0.2 on both of them.

    b. Make sure that you create a new local repository, using the database connection information for the new database schema that you created in Step 2, on page 97. Do not migrate the existing Data Integrator 6.5.1 local repository that you created for Genesys Info Mart 7.0.2.

    c. You may wish to configure the Job Servers to use the same names and port numbers that were used by Data Integrator 6.5.1.

    d. Make sure that you edit your Job Server configuration to add the new local repository and that you make it the default repository for that Job Server.

4. Edit Data Integrator's configuration file on the Job Server:

    a. Set the `SkipValidationAtStartup` option to `1`, in order to decrease the time it takes to load and optimize ETL jobs.

    b. Set the `Global_DOP` option to the value appropriate for your job server hardware, in order to decrease the time that it takes to run ETL jobs.

    c. Set the `TREAT_CATCH_EXCEPTION_AS` option to `ERROR`, so that Data Integrator Web Administrator displays a red indicator beside a failed ETL job.

    d. In section `[AL_Engine]` set the `Enable_Statistics` option to `FALSE`, so that Data Integrator does not store execution metadata in the local repository database. Storing this metadata can cause ETL jobs to run significantly slower.

    Note: For details about configuring these options, see the section about performance tuning in the *Genesys Info Mart Deployment Guide*.

5. On the Job Server:

    a. Install the appropriate JDBC driver for your RDBMS, which corresponds to the database type of the Interaction Concentrator, Staging Area, and Info Mart databases.

> **Note:** Genesys Info Mart 7.2 uses JDBC drivers that are installed on the Job Server to communicate with the Interaction Concentrator, Staging Area, and Info Mart databases. See the section about JDBC drivers in the *Genesys Info Mart Deployment Guide*.

    b. Make the JDBC driver available for use by Genesys Info Mart.

6. If you are using Genesys Configuration Server release 7.2.000.06 (or later), and you intend to have Genesys Info Mart populate the membership of agents among skill expression-based virtual agent groups in its Resource Group Fact table:

    a. Perform the following in the 'hca' section of the Configuration Server application:

- Set the schema option to Journal.
- If the record-vag option is present, set it to TRUE.

    b. Run the Configuration Server once with the -hca and -u mm/dd/yyyy command-line options to update the HCA tables with the current virtual agent group membership information.

Before the Configuration Server updates the configuration history tables, it prompts you with a message similar to the following:

```
Attention! You're about to initiate a task [Update] which
will change the content of the HCA tables. Press [Enter] to
proceed or [Ctrl+C] to cancel.
```

If you do not see this message, the Configuration Server's log-buffering option is set to ON, which prevents the message from being displayed. Press [Enter] to proceed or [Ctrl+C] to cancel.

> **Note:** The objects added to the HCA tables by the Update command are populated in the configuration history as having been created on the date you specified with the -u mm/dd/yyyy option. You must choose a date that is earlier than the earliest interaction and resource record you will be extracting from all Call Concentrator, Interaction Concentrator, and Stat Server databases. The earliest date you can specify is January 5, 2000. Genesys Info Mart cannot transform and load data that occurred before that date.

> **Warning!** It is very important that you update the HCA tables by using the -u mm/dd/yyyy Configuration Server command-line option, not the -s mm/dd/yyyy option. The -s mm/dd/yyyy option should never be used again once the HCA tables have been initially populated at deployment time.

7. Modify your Call Concentrator database(s) to enable Genesys Info Mart to extract a new attached data KVP that identifies Outbound Contact Server-related calls. See "Modifying Your Call Concentrator Database" on page 105.

> **Note:** You must perform this step, even if your contact center does not use Outbound Contact.

8. If you are using Stat Server 7.1.000.10 (or later) and you intend to have Genesys Info Mart perform intraday loading, set the Stat Server `status-table-update-end-time-at-end-only` configuration option to `TRUE` in the `statserver` section of the `Stat Server Application` object.

9. If you are using Stat Server 7.2 you and intend to have Genesys Info Mart populate the Resource State Reason Fact table, set the Stat Server `voice-reasons-table configuration` option to `TRUE` in the `statserver` section of the `Stat Server Application` object.

> **Note:** Do not set this option to `TRUE` while your Stat Server is running, unless you have already run the SQL script that creates the `VOICE_REASONS` table in the Stat Server database. See Step 17 on page 102.

10. If you have installed Interaction Concentrator and will be using Genesys Info Mart to populate Outbound Contact data, see the section about the Interaction Concentrator database in the *Genesys Info Mart Deployment Guide* for information on configuring the Interaction Concentrator application to provide all the data needed by Genesys Info Mart.

In addition, if you intend to have Genesys Info Mart populate non-mandatory Outbound Contact `record` fields in the Info Mart database, or if you intend to use the value of non-mandatory record fields to indicate `Right Party Contacted` or `Conversion`, you will need to perform configuration of the `Field` objects. For more information, see the section about configuring the mapping of Outbound Contact record fields in the *Genesys Info Mart Deployment Guide*.

11. Using Genesys Configuration Manager, update the configuration options and parameters in your `Genesys Info Mart Application` object. For a complete list of the new and changed configuration options, see "Configuration Option Changes in Genesys Info Mart 7.2" on page 45.

12. Configure the scheduling of the ETL jobs. In Genesys Info Mart 7.2, ETL job scheduling is now performed by the Genesys Info Mart Server component instead of the Data Integrator Web Administrator. Options in the new `schedule` section of the Genesys Info Mart application specify the scheduling used to launch the ETL jobs.

See Step 16 on page 96, and the section about using Genesys Info Mart Server to launch ETL jobs in the *Genesys Info Mart Operations Guide*.

13. Create Data Access Points (DAPs) to access the Staging Area, Info Mart, and Interaction Concentrator databases. You will always need to create DAPs for the Staging Area and Info Mart databases. Create DAPs for any Interaction Concentrator database from which Genesys Info Mart will extract Outbound Contact data. For information about configuring DAPs and DAP options, see the section about configuring Genesys Info Mart DAPs in the *Genesys Info Mart Deployment Guide*.

Refer also to the database connection parameters needed to configure each DAP that you noted in the appropriate section of the Installation Checklist in the *Genesys Info Mart Deployment Guide*.

14. On each of the `DAP Application` objects that you created in Step 13, add a connection to your Genesys Info Mart application. For more information, see the section about configuring the Genesys Info Mart application in the *Genesys Info Mart Deployment Guide*.

15. Uninstall the Genesys Info Mart 7.0.2 application:

    a. On a Windows operating system: From the Windows `Start` menu, go to `Settings` >`Control Panel` > `Add/Remove Programs`.

    b. On a UNIX operating system: When you run the new installation script, select the appropriate action (for example, `Overwrite only the files contained in this package`).

16. Install the Genesys Info Mart 7.2 application:

    a. Run the installation program to copy files to the installation directory.

    b. Run the `Check Configuration` program to validate your configuration option and DAP configuration values.

    c. Import the ETL job metadata into the newly created local repository.

For more information, see the chapter about installing Genesys Info Mart in the *Genesys Info Mart Deployment Guide*.

17. Run the SQL script to update the Stat Server database schema:

Note: This script creates the `VOICE_REASONS` table, which must now exist in order for `JOB_ExtractSS` to run. You must run this SQL script, even if you do not intend to have Genesys Info Mart populate the Resource State Reason Fact table.

---

    a. Navigate to the Genesys Info Mart installation directory.

    b. Navigate to the `sql_scripts` subdirectory.

    c. Navigate to the RDBMS-specific directory that corresponds to your Staging Area database type (`db2`, `mssql`, or `oracle`).

    d. Run:

        • `voice_reasons_db2.sql` (for db2)

        • `voice_reasons_mssql.sql` (for mssql)

        • `voice_reasons_oracle.sql` (for oracle)

Note: The SQL scripts do not qualify database objects according to their schema or owner. When you run the SQL scripts, make sure that you use the ID of the schema or owner to log in to the database. You noted this information in the appropriate section of the Installation Checklist in the Genesys Info Mart Deployment Guide.

18. Run the SQL script to update the Staging Area database schema:

Notes:
- Make sure that you back up your 7.0.2 Staging Area database before you run the migration script. This can take a long time, depending on the amount of data in the database.
- Also make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements completed successfully, and you can eliminate these from the script before you restart it.

   a. Navigate to the Genesys Info Mart installation directory.
   b. Navigate to the `sql_scripts` subdirectory.
   c. Navigate to the RDBMS-specific directory for your Staging Area database type (`db2`, `mssql`, or `oracle`).
   d. Run `migrate_gim_staging_area.sql`.

   See the note about schemas and owners under Step 17.

19. Run the SQL script to load the Staging Area database with metadata used by the jobs that perform aggregation (`JOB_LoadRecent` and `JOB_AggregateGIM`):

   a. Navigate to the Genesys Info Mart installation directory.
   b. Navigate to the `sql_scripts` subdirectory.
   c. Navigate to the RDBMS-specific directory for your Staging Area database type (`db2`, `mssql`, or `oracle`).
   d. Run `load_gim_staging_area.sql`.

   See the note about schemas and owners under Step 17.

20. Run the SQL script to update the Info Mart database schema:

Notes:
- Make sure that you back up your 7.0.2 Info Mart database before you run the migration script. This step may take a long time, depending on the amount of data in the database.
- Also make sure that you turn on database session logging, so that if the script fails before it is finished, it will be easy for you to determine which statements completed successfully, and you can eliminate these from the script before you restart it.

    a. Navigate to the Genesys Info Mart installation directory.

    b. Navigate to the `sql_scripts` subdirectory.

    c. Navigate to the RDBMS-specific directory for your Staging Area database type (`db2, mssql,` or `oracle`).

    d. Run `migrate_gim.sql.`

Notes:

- The SQL script does not specify any particular logical or physical storage—for example, table spaces and partitions. Review and, if necessary, modify the SQL script to make sure that it is suitable for your deployment.

- A column called `MEDIA_RESOURCE_KEY` was added to the `INTERACTION_FACT, INTERACTION_SEGMENT_FACT,` and `RESOURCE_SESSION_FACT` tables to represent the Extension or ACD Position associated with the fact. For existing facts in these tables, the migration script will populate the `MEDIA_RESOURCE_KEY` with a value representing the "Unknown" resource for the tenant since there is no way to determine the correct `MEDIA_RESOURCE_KEY` once the data has already been populated in the Info Mart database.

- See also the note about schemas and owners under Step 17 on page 103.

21. Run the Genesys Info Mart 7.2 `make_gim_view.sql` and `make_gim_tenant_view.sql` scripts to re-create the read-only views and the tenant-specific read-only views on the Info Mart database.   You will have to specify parameters for the owner ID and views owner ID, as you did when you created these views for Genesys Info Mart 7.0.2.

These SQL scripts are provided with Genesys Info Mart. For more information, see the chapter about Genesys Info Mart SQL scripts in the *Genesys Info Mart Deployment Guide*.

22. Re-create any custom database objects or permissions that become lost or invalidated during the update process. (You identified these objects and permissions in Step 7 on page 98.)

23. Create Datastore Configurations for each of your datastores in the newly created local repository.

You noted the Datastore connection parameters needed to configure each Datastore Configuration in the appropriate section of the Installation Checklists in the *Genesys Info Mart Deployment Guide*.

For information about creating Datastore Configurations, see the section about Data Integrator databases and system configuration in the *Genesys Info Mart Operations Guide*.

24. Create System Configurations for the extraction, transformation, and loading (ETL) jobs in the newly created local repository. The ETL jobs that ship with Genesys Info Mart 7.2 differ from those in release 7.0.2.

    To determine the System Configurations that you must create, review the information in the section about Data Integrator database and system configuration in the *Genesys Info Mart Operations Guide.*

    For information about configuring the System Configurations, see the section about creating system configurations in the *Genesys Info Mart Operations Guide.* Pay particular attention to the names that must be used for the System Configurations, and their relationship to the option names for the Call Concentrator, Stat Server, and Interaction Concentrator databases that were specified in the Genesys Info Mart application configuration.

25. Log in to the Data Integrator Web Administrator, and add access to the newly created local repository that contains the Genesys Info Mart 7.2 ETL job metadata.

    For information on adding connections to local repositories, see the section on connecting to the local repository in the *Genesys Info Mart Operations Guide*.

26. Run the Genesys Info Mart 7.2 ETL jobs one-by-one the first time, instead of scheduling them to run. For complete instructions, see the section on using the Web Administrator to run ETL jobs in the *Genesys Info Mart Operations Guide.*

    > **Note:** Make sure that you run `JOB_InitializeGIM` first. This job stores new fixed dimension information in the Staging Area and Info Mart databases.

27. After the successful initial run of the Genesys Info Mart 7.2 ETL jobs, enable the Genesys Info Mart Server to schedule the jobs. For more information, see the section about using Genesys Info Mart Server to launch ETL jobs in the *Genesys Info Mart Operations Guide*.

28. If you intend to use the Info Mart aggregate tables, and want to populate aggregates for your existing facts, make sure to run `JOB_AggregateGIM` and specify the aggregation time period. For more information, see the section about the `JOB_AggregateGIM` in the *Genesys Info Mart Operations Guide*.

29. When you are satisfied that Genesys Info Mart 7.2 is working properly, use your RDBMS database-specific tool to delete the Genesys Info Mart 7.0.2 local repository.

Modifying Your Call Concentrator Database

Genesys Info Mart 7.2 functionality relies on a new key-value pair, `GSW_CALL_ATTEMPT_GUID`, attached by Outbound Contact 7.2 (or your agent

desktop application for Preview dialing campaigns). You must perform the steps in this section, even if your contact center does not use Outbound Contact.

If any of the following is true for your deployment, perform the steps in "Adding a Default Call Attempt GUID" (below).

- Your contact center does not use Outbound Contact.
- Your contact center uses Outbound Contact; you want Genesys Info Mart to populate Outbound Contact-related calls in the interaction fact tables, but you do not want to use Info Mart's Interaction Type dimension to distinguish them from normal outbound calls.

If your contact center uses Outbound Contact 7.2 and any of the following is true for your deployment, perform the steps in "Adding Call Attempt GUID to Call Concentrator" on .

- You want Genesys Info Mart to populate Outbound Contact data (extracted from Interaction Concentrator), including contact attempt facts.
- You want Genesys Info Mart to populate Outbound Contact-related calls (extracted from Call Concentrator) in the interaction fact tables, and you want to use Info Mart's Interaction Type dimension to distinguish them from normal outbound calls.
- You want to prevent Genesys Info Mart from loading Outbound Contact-related calls (extracted from Call Concentrator) in the interaction fact tables because of data quality issues that exist for ASM mode and switch-dialer based campaigns.

Adding a Default Call Attempt GUID

If your Call Concentrator does not store `GSW_CALL_ATTEMPT_GUID` in its `EVREFEX` table, you must provide a default `NULL` Call Attempt GUID (global unique identifier) for Genesys Info Mart to extract.

Notes:

- Make sure that you repeat the step in this section for all your other Call Concentrator databases.
- Genesys recommends that you make the change described in this section to the copy of `make_evrefex_view.sql` you ran when you installed Genesys Info Mart 7.0.2 so that the SQL script is consistent with your Call Concentrator database.

If your Call Concentrator database uses Oracle or Microsoft SQL Server, use your RDBMS tools to add the following mapping to the end of `EVREFEX_VIEW:` `NULL as GSW_CALL_ATTEMPT_GUID`

If your Call Concentrator database uses DB2, use your RDBMS tools to add the following mapping to the end of `EVREFEX_VIEW:`
`CAST(NULL AS VARCHAR(64)) AS GSW_CALL_ATTEMPT_GUID`

Adding Call Attempt GUID to Call Concentrator

To store the Call Attempt GUID in Call Concentrator's database, perform the steps in this section.

Note: Make sure that you repeat the steps in this section for all your Call Concentrator applications and databases.

Genesys recommends that you make the changes described in this section to the copy of `make_cdr_primary_keys.sql` and the copy of `make_evrefex_view.sql` so that the SQL scripts are consistent with your Call Concentrator database. You ran these scripts initially when you installed Genesys Info Mart 7.0.2.

---

1. Configure Call Concentrator to store the Call Attempt GUID. Using Configuration Manager, add the following to the `EventData` configuration option on your `Call Concentrator Application` object:

    `,char,GSW_CALL_ATTEMPT_GUID`

    If your Call Concentrator configuration has more than one `EventData` option, add it to the one that contains the mappings for the columns that are stored at the end of the `EVREFEX` row.

2. Add the Call Attempt GUID to Call Concentrator's `EVREFEX_TABLE`. If your Call Concentrator database uses Oracle, use your RDBMS tools to add the following column to the end of the table named `EVREFEX_TABLE`:

    `GSW_CALL_ATTEMPT_GUID VARCHAR2(64)`

    If your Call Concentrator database uses MS SQL Server or DB2, use your RDBMS tools to add the following to the end of the table named `EVREFEX_TABLE`:

    `GSW_CALL_ATTEMPT_GUID VARCHAR(64)`

3. Add the Call Attempt GUID to the trigger `TIB_EVREFEX_TABLE`, defined on `EVREFEX_TABLE,` if your Call Concentrator database uses MS SQL Server. Use your RDBMS tools to add `GSW_CALL_ATTEMPT_GUID` to the end of the list of columns in both the `insert into EVREFEX_TABLE` and `select from inserted` statements in the trigger:

    Note: Make sure that `GSW_CALL_ATTEMPT_GUID` appears in the same order in the column list for both statements in the trigger.

    ---

4. Add the Call Attempt GUID to Call Concentrator's `EVREFEX` insertion view. Use your RDBMS tools to add `GSW_CALL_ATTEMPT_GUID` to the end of the list of columns selected in the view named `EVREFEX`.

5. Add the Call Attempt GUID to Call Concentrator's `EVREFEX_VIEW` extraction view. Use your RDBMS tools to add the following column to the end of the list of columns selected in the view named `EVREFEX_VIEW`:

    `GSW_CALL_ATTEMPT_GUID as GSW_CALL_ATTEMPT_GUID.`

Configuration Changes

To configure Genesys Info Mart 7.2, do the following:

1. Add new mandatory sections and options to the Genesys Info Mart application configuration.

    Refer to the "Content Changes in Genesys Info Mart 7.2" on page 31 and add any new sections or options, designated in the table with a change type of `"Section Added"` or `"Option Added"`. For information about configuring options, see the section about customizing your configuration in the *Genesys Info Mart Deployment Guide.*

2. Verify that the option names in the `ccon-data-sources` and `stat-server-data-sources` sections match the name of your system configurations.

    "Content Changes in Genesys Info Mart 7.2" on page 31 of this document summarizes the changes to the Genesys Info Mart ETL application's configuration. For details about the configuring the new options, see the chapter about customizing your configuration in the *Genesys Info Mart Deployment Guide*.

Verifying Option Dependencies

In order for the Genesys Info Mart Server to properly launch the `JOB_ExtractCCON` and `JOB_ExtractSS` ETL jobs, do the following:

1. Verify that each option name in the `ccon-data-sources` section matches the Data Integrator system configuration name that will be used when `JOB_ExtractCCON` is run against that data source. Either the option name or the system configuration name can be changed to ensure compliance with this dependency.

2. Verify that each option name in the `stat-server-data-sources` section matches the Data Integrator system configuration name that will be used when `JOB_ExtractSS` is run against that data source. Either the option name or the system configuration name can be changed to ensure compliance with this dependency.

For more information, see the section about Data Integrator datastore and system configuration in the *Genesys Info Mart Operations Guide*.

Migrating Genesys Info Mart from 7.0.1 to 7.0.2

This section describes the steps that are required to migrate Genesys Info Mart and its supporting software from release 7.0.1 to release 7.0.2.

Note: Review all the steps before performing any of them. Make sure that you have the following resources available before you begin:

- *Genesys Info Mart 7.0.2 Deployment Guide*.
- *Genesys Info Mart 7.0.2 Operations Guide*.
- Business Objects Data Integrator 6.5.1 technical manuals. (You will install a new version of Data Integrator for Genesys Info Mart 7.0.2.)
- *Genesys Hardware Sizing Guide*—This document has been updated with the database size estimates for Genesys Info Mart 7.0.2.
- Genesys Info Mart installation checklists that you completed when you installed Genesys Info Mart 7.0.1. These checklists, which you printed from the *Genesys Info Mart Deployment Guide*, contain database connection information you will need in order to reconfigure the datastore and system profiles for your environment. Remember to update the checklists if you make any changes for release 7.0.2.

Migration Planning

1. Consider updating Call Concentrator(s) to the latest Genesys 7 maintenance release. Although this is an optional task, upgrading to the latest maintenance release will generally allow Info Mart to produce higher-quality data.

2. Consider updating Stat Server(s) to the latest Genesys 7 maintenance release. Although this is an optional task, upgrading to the latest maintenance release will generally allow Info Mart to produce higher-quality data.

3. Review the list of new features in Genesys Info Mart 7.0.2 (see "Content Changes in Genesys Info Mart 7.0.2" on page 32), and determine which features you want to implement.

4. Review the Staging Area database's data-size estimates in the *Genesys Hardware Sizing Guide* for Genesys Info Mart 7.0.2. The 7.0.2 release stores more data than the 7.0.1 release; therefore, if necessary, allocate more physical database storage.

5. Review the data-size estimates for the Info Mart 7.0.2 database in the *Genesys Hardware Sizing Guide*. The 7.0.2 release stores more data than the 7.0.1 release; therefore, if necessary, allocate more physical database storage.

6. The extraction, transformation, and loading (ETL) jobs that ship with Genesys Info Mart 7.0.2 differ from those in release 7.0.1. To plan an ETL job schedule that is suitable for your environment, review the descriptions

of the Genesys Info Mart 7.0.2 ETL jobs— and how to schedule them—in the section about data transformation in the *Genesys Info Mart Operations Guide.*

7. Plan a time when you can complete the update. Several steps can take a significant amount of time to complete, which might affect the availability of Info Mart data.

Pre-Migration Procedure

1. Allow the Genesys Info Mart 7.0.1 ETL jobs to finish their final extract, transform, and load. When the transform and load jobs have finished, do not allow another extract to run. Extracted data in the Staging Area database that has not been transformed and loaded into the Info Mart database will be lost when you install Genesys Info Mart 7.0.2. Use the Data Integrator Web Administrator to deactivate the ETL job schedules, so that the 7.0.1 ETL jobs do not run again. To deactivate the schedules:

   a. Log in to the Data Integrator Web Administrator.

   b. In the navigation tree, click `Batch` to display the list of Data Integrator local repositories.

   c. In the navigation tree, click the local repository name to display the ETL job status.

   d. Click the `Configuration` tab.

   e. For each job, click `Schedules`, select the `Select All` check box to select all schedules, and click the `Deactivate` button to deactivate the selected schedules.

   For more information, refer to the section about scheduling jobs in the *Data Integrator Administrator Guide.*

2. Create a new database schema for the Data Integrator 6.5.1 local repository. This repository will store the Genesys Info Mart 7.0.2 ETL job metadata. For information about how to create this database, see the section about installing Data Integrator in the *Genesys Info Mart Deployment Guide.*

Back Up 7.0.1 Local Repository

3. Back up your Genesys Info Mart 7.0.1 Local Repository database.

Back Up 7.0.1 Staging Area Database

4. Back up your Genesys Info Mart 7.0.1 Staging Area database. This can take a significant amount of time, depending on the amount of data that has accumulated in the Staging Area database.

Back Up 7.0.1 Info Mart Database

5. Back up your Genesys Info Mart 7.0.1 Info Mart database. This can take a significant amount of time, depending on the amount of data that has accumulated in the Info Mart database.

Back Up 7.0.1 SQL Scripts

6. Create backup copies of the Genesys Info Mart 7.0.1 deployment SQL scripts that you modified and ran when you deployed Genesys Info Mart 7.0.1. These SQL scripts perform the following tasks:

    ◆ Create or modify source Call Concentrator and Stat Server databases.
    ◆ Create the Call Concentrator `EVREFEX` extraction view.
    ◆ Create the target Staging Area and Info Mart databases.
    ◆ Create the Info Mart read-only views.

    The Genesys Info Mart 7.0.2 installation program overwrites these SQL scripts, and it does *not* preserve your modifications.

    To locate these SQL scripts, navigate to the Genesys Info Mart installation directory, and to its `sql_scripts` subdirectory. The SQL scripts are in the RDBMS-specific subdirectories (`db2`, `mssql`, and `oracle`).

7. Identify any custom changes that you made to the Staging Area and Info Mart databases—for example, additional indexes, views, or permissions. This includes the permissions or privileges that you granted to the users of the Staging Area and Info Mart databases, as described in the section about database privileges in the *Genesys Info Mart Deployment Guide.*

    The Genesys Info Mart SQL scripts that you will run to update these databases sometimes create new tables, instead of updating the old tables. You will need to re-create any custom database objects or permissions that become lost or invalidated during the update process.

Back Up Configuration Options

8. Create a backup copy of your Genesys Info Mart application's configuration options:

    a. Log in to Genesys Configuration Manager.
    b. Click the `Options` tab of the `Genesys Info Mart Application` object.
    c. Click `Export to Configuration File`.
    d. Type a target file name, and then click `Save`.

Migration Procedure

1. Install Data Integrator 6.5.1 over 6.5.0. For information about how to install Data Integrator, see the section on installing Data Integrator in the *Genesys Info Mart Deployment Guide*. When installing, note the following:

    a. If you plan to run Data Integrator Designer and the Data Integrator Job Server on different host systems, be sure to update both of them to Data Integrator 6.5.1.
    b. Make sure that you create a new local repository, using the database connection information for the new database schema that you created in . Do *not* migrate the existing Data Integrator 6.5.0 local repository that you created for Genesys Info Mart 7.0.1.

c. Configure a system locale for Data Integrator, as you did in Genesys Info Mart 7.0.1. This system locale, which is used by the Designer and Job Server, defaults to the locale set for the operating system. For more information on locales, see the section on locales and multi-byte functionality in the *Data Integrator Reference Guide*.

Note: Data Integrator might not prompt you for the system locale information, since you already specified the locale when you installed Data Integrator 6.5.0 for Genesys Info Mart 7.0.1.

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d. Make sure that you edit your Job Server configuration to add the new local repository and to make it the default repository for that Job Server.

2. Edit Data Integrator's configuration file on the Job Server:

- Set the `SkipValidationAtStartup` option to `1`, in order to decrease the time it takes to load and optimize ETL jobs.
- Set the `Global_DOP` option to the value appropriate for your job server hardware, in order to decrease the time that it takes to run ETL jobs.

Note: For details about configuring these options, see the section about Data Integrator performance tuning in the *Genesys Info Mart Deployment Guide*.

---

3. Using Genesys Configuration Manager, update the configuration options and parameters in your `Genesys Info Mart Application` object.

For a complete list of the new and changed configuration options, see "Configuration Option Changes from 7.0.1 and 7.0.2" on . Some options have been moved to allow tenants to better manage their own configuration options. These options are applicable to both single- and multi-tenant deployments.

4. Uninstall the Genesys Info Mart 7.0.1 application:

- On a Windows operating system: From the Windows `Start` menu, go to `Settings > Control Panel > Add/Remove Programs`.
- On a UNIX operating system: When you run the new installation script, select the appropriate action (for example, `Overwrite only the files contained in this package`).

5. Install the Genesys Info Mart 7.0.2 application:

a. Run the installation program to copy files to the installation directory.

b. Run the `Check Configuration` program to validate your configuration option values.

c. Import the ETL job, and localization metadata in to the newly created local repository.

Follow the instructions in the chapter about installing Genesys Info Mart in the *Genesys Info Mart Deployment Guide.*

6. Run the SQL script to update the Staging Area database schema:

a. Navigate to the Genesys Info Mart installation directory.

b. Navigate to the `sql_scripts` subdirectory.

c. Navigate to the RDBMS-specific directory for your Staging Area database type (`db2`, `mssql`, or `oracle`).

d. Run `migrate_gim_staging_area.sql`.

> **Note:** The SQL scripts do not qualify database objects according to their schema or owner. When you run the SQL scripts, make sure that you use the ID of the schema or owner to log in to the database. You noted this information in the appropriate section of the installation checklist in the *Genesys Info Mart Deployment Guide.*

7. Run the SQL script to update the Info Mart database schema:

> **Note:** This can take a long time, depending on the amount of data in the database.

a. Navigate to the Genesys Info Mart installation directory.

b. Navigate to the `sql_scripts` subdirectory.

c. Navigate to the RDBMS-specific directory for your Info Mart database type (`db2`, `mssql`, or `oracle`).

d. Run `migrate_gim.sql`.

> **Note:** The SQL script does not specify any particular logical or physical storage. Review and, if necessary, modify the SQL script to make sure that it is suitable for your deployment.
>
> See the note about schemas and owners under Step 6.

8. Run the `make_gim_view.sql` and `make_gim_tenant_view.sql` scripts to re-create the read-only views and the tenant-specific read-only views on the Info Mart database.

These SQL scripts are provided with Genesys Info Mart. For more information, see the section about Genesys Info Mart SQL scripts in the *Genesys Info Mart Deployment Guide.*

9. Re-create any custom database objects or permissions that become lost or invalidated during the migration process. (You identified these objects and permissions in Step 7 on page 111.)

10. If necessary, customize the Datastore locales in the newly created local repository.

Genesys Info Mart ships Datastore objects with a default locale containing `language = English` and `code page = ms1252`. For more information, see the section about customizing your datastores in the *Genesys Info Mart Operations Guide.*

11. Create Datastore Profiles for each of your datastores in the newly created local repository, as you did in Genesys Info Mart 7.0.1.

You noted the Datastore connection parameters needed to configure each Datastore profile in the appropriate section of the installation checklist in the *Genesys Info Mart Deployment Guide.*

For more information about configuring Datastore Profiles, see the section about creating profiles in the *Genesys Info Mart Operations Guide.*

12. Create system profiles for the ETL jobs in the newly created local repository.

Genesys Info Mart 7.0.2 ships with different ETL jobs than those provided with release 7.0.1.

For information about creating and configuring system profiles, see the section about creating profiles in the *Genesys Info Mart Operations Guide*.

13. Log in to the Data Integrator Web Administrator and add access to the newly created local repository that contains the Genesys Info Mart 7.0.2 ETL job metadata.

For information on adding connections to local repositories, see the section about connecting to the local repository in the *Genesys Info Mart Operations Guide.*

14. Create and activate schedules for each ETL job in the newly created local repository.

You planned these schedules in "Migration Planning" on page 109, Step 6. For more information on job scheduling, see the section about job scheduling in the *Genesys Info Mart Operations Guide.*

15. After you have successfully run the Genesys Info Mart 7.0.2 ETL jobs, and when you are satisfied that Genesys Info Mart 7.0.2 is working properly, perform the following steps to clean up the Genesys Info Mart 7.0.1 ETL jobs and their local repository:

a. Log in to the Data Integrator Web Administrator.

b. Click `Batch` in the navigation tree, and then click the name of the old local repository that contains the Genesys Info Mart 7.0.1 ETL job metadata.

c. Click the `Configuration` tab.

d. For each job, click `Schedules`, select the `Select All` check box, and then click `Remove`.

e. Click `Management > Repositories` in the navigation tree.

  f. Select the check box next to the old local repository name.

  g. Click `Remove`.

  h. Use the database tools for your RDBMS to delete the old local repository.

Configuration Changes

To configure Genesys Info Mart 7.0.2, you must make the following configuration changes:

1. Adjust for tenant-specific configuration options that have been reorganized to allow tenants to independently access their own configuration.

  For single-tenant deployments, configure option values for the default (`Resources`) tenant.

  For multi-tenant deployments, configure default option values that apply to all tenants who do not need tenant-specific option values. Tenants who do not want to use these default option values can configure tenant-specific option values in the tenant's `Annex` tab.

2. Remove any obsolete options.

3. Configure new options that control Info Mart database purging and the amount of data transformed by a single run of the ETL jobs.

"Configuration Option Changes in Genesys Info Mart 7.0.2" on page 50 summarizes the changes to the Genesys Info Mart ETL application's configuration. The sections that follow contain procedures for migrating your existing configuration (Step 1 and Step 2 above). For more information about configuring new options, see the section about customizing your configuration in the *Genesys Info Mart Deployment Guide*.

Migrating Single-Tenant Deployments

The following procedure explains how to reorganize the tenant-specific portions of your Genesys Info Mart ETL application configuration, and how to delete options that are no longer used.

Perform the following migration steps within each Genesys Info Mart ETL application:

1. Delete the `tenant` option from the `tenant-fiscal-periods` section.

2. Add a new option named `std-enterprise-time-zone` to the `gim-etl` section.

3. Set `std-enterprise-time-zone` to the value configured for the `Enterprise` option in the `standard-time-zones` section.

4. Create a new section named `gim-etl-tenant`.

5. In the `gim-etl-tenant` section, add a new option named `std-tenant-time-zone`.

6. Set `std-tenant-time-zone` to the value configured for the default (`Resources`) tenant option in the `standard-time-zones` section.

**Days to Keep Info
Mart Facts
(Purging)**

7. In the `gim-etl-tenant` section, add a new option named `days-to-keep-gim-facts`.

8. Set `days-to-keep-gim-facts` to the value configured for the default (`Resources`) tenant in the `days-to-keep-gim-facts` section.

**Cleaning Up Old
Options**

9. Delete the `end-of-reporting-day` option from the `gim-etl` section.

10. Delete the `standard-time-zones` section.

11. Delete the `days-to-keep-gim-facts` section.

Saving Changes

12. Click `OK` to save your changes.

Migrating Multi-Tenant Deployments

The following procedures explain how to reorganize the tenant-specific portions of your Genesys Info Mart application configuration, and how to delete options that are no longer used.

Perform the following migration steps within each Genesys Info Mart ETL application:

**Tenant Fiscal
Periods**

1. Delete the `tenant` option from the `tenant-fiscal-periods` section.

2. Set the remaining options in the `tenant-fiscal-periods` section to the default values that you want to apply to all tenants that do not need tenant-specific option values.

**Standard Time
Zones**

3. Add a new option named `std-enterprise-time-zone` to the `gim-etl` section.

4. Set `std-enterprise-time-zone` to the value configured for the `Enterprise` option in the `standard-time-zones` section.

5. Create a new section named `gim-etl-tenant`.

6. In the `gim-etl-tenant` section, add a new option named `std-tenant-time-zone`.

7. Set `std-tenant-time-zone` to the default value that you want to apply to all tenants that do not need a tenant-specific option value.

**Days to Keep Info
Mart Facts
(Purging)**

8. In the `gim-etl-tenant` section, add a new option named `days-to-keep-gim-facts`.

9. Set `days-to-keep-gim-facts` to the default value that you want to apply to all tenants that do not need a tenant-specific option value.

10. Click `OK` to save your changes.

**Tenant-Specific
Configuration**

11. If any of your tenants require tenant-specific option values for their fiscal periods, standard time zone, or days to keep Info Mart facts, see "Configuring the Tenant Annex Tab" on .

Cleaning Up Old Options

After you have performed the above migration steps to migrate the configuration of all your Genesys Info Mart ETL applications, perform the following steps within each Genesys Info Mart ETL application to clean up old options:

1. Delete the `end-of-reporting-day` option from the `gim-etl` section.

2. Delete the non-default `tenant-fiscal-periods` sections. These sections each have a suffix, such as `tenant-fiscal-periods-2`. Do *not* delete the `tenant-fiscal-periods` section that you changed in Step 1 on page 117— this section provides the default values for all tenants that do not require tenant-specific option values.

3. Delete the `standard-time-zones` section.

4. Delete the `days-to-keep-gim-facts` section.

5. Click `OK` to save your changes.

Configuring the Tenant Annex Tab

The following procedure explains how to configure tenant-specific (non-default) option values for these portions of your Genesys Info Mart application configuration:

• Tenant fiscal periods

• Standard time zones

• Days to keep Info Mart facts (purging)

Displaying the Tenant Annex Tab

By default, Configuration Manager does not display the tenant's `Annex` tab.

To display the `Annex` tab:

1. Select `View > Options`.

2. Select the check box: `Show Annex tab in object properties`.

3. Click `OK`.

Perform the following steps within the tenant's `Annex` tab for each tenant that requires tenant-specific (non-default) option values:

Tenant Fiscal Periods

1. Create a new section named `gim-tenant-fiscal-periods`.

   Note: If you already created a `gim-tenant-fiscal-periods` section for another Genesys Info Mart ETL application, add a suffix to the new section's name (for example, `gim-tenant-fiscal-periods-2`).

2. In the `gim-tenant-fiscal-periods` section, add a new option named `gim-etl-name`. Set `gim-etl-name` to the value of the Genesys Info Mart ETL application name.

3. Copy the following options from the appropriate Genesys Info Mart application's corresponding `tenant-fiscal-periods` section to the new `gim-tenant-fiscal-periods` section:

   ♦   `last-month-of-year`
   ♦   `last-day-of-last-month`
   ♦   `first-day-of-week`
   ♦   `last-day-identifies-year`
   ♦   `week-pattern-in-quarter`

Standard Time Zones   **4.** Create a new section named `gim-etl-tenant`.

> **Note:**   If you already created a `gim-etl-tenant` section for another Genesys Info Mart ETL application, create the new section with a suffix (for example, `gim-etl-tenant-2`).

5. In the new `gim-etl-tenant` section, add a new option named `gim-etl-name`.

6. Set `gim-etl-name` to the value of the Genesys Info Mart ETL application name.

7. In the `gim-etl-tenant` section, add a new option named `std-tenant-time-zone`.

8. Set `std-tenant-time-zone` to the corresponding, tenant-specific value from the appropriate Genesys Info Mart application's `standard-time-zones` section.

Days to Keep Info Mart Facts (Purging)   **9.** Perform Step 4 in this procedure (to create the `gim-etl-tenant` section), if you have not already done so.

10. In the `gim-etl-tenant` section, add a new option named `days-to-keep-gim-facts`.

11. Set `days-to-keep-gim-facts` to the corresponding, tenant-specific value from the appropriate Genesys Info Mart application's `days-to-keep-gim-facts` section.

Saving Changes   **12.** Click `OK` to save your changes.

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