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About This Software

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from several Genesys relational databases. The transformed data is loaded into dimension and fact database tables, and several out-of-box aggregates are produced, in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, produce your own custom aggregates, reveal patterns, and predict trends.

Features in Release 7.6.x

The 7.6.012 release of Genesys Info Mart adds the following new capabilities:

- Provides new disposition-based aggregates, `AG2_OUT_V_I_XN_AGENT_*` and `AG2_OUT_V_I_XN_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. A new configuration option, `populate-ixn-agent-out-aggregates`, enables this functionality.
- Provides native support for the Windows Server 2008 64-bit and Red Hat Enterprise Linux AS 64-bit operating systems.

The 7.6.011 release of Genesys Info Mart adds the following new capabilities:

- 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 were no longer an active call party.
- 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. Two Interaction Concentrator application options, `calls-in-the-past` and `om-force-adata`, enable this functionality. In addition, a set of operational steps are recommended to minimize data loss or data quality issues when restarting a Multimedia Interaction Concentrator.
- Provides support for Oracle 10g R2 RAC and Oracle 11g R1.
- Provides support for the installation of Genesys Info Mart Administration Console under Configuration Manager 8.0 on Microsoft Windows 7.

The 7.6.010 release of Genesys Info Mart adds the following new capabilities:

- 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.
- 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.

The 7.6.009 release of Genesys Info Mart adds the following new capabilities:

- Provides 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. Two new Genesys Info Mart application options, `run-intraday-fact-table-stats` and `run-historical-fact-table-stats`, support this new capability. In addition, when maintaining fact table statistics on an Oracle database, a new configuration option, `oracle-stats-estimate-percent`, has been added to specify the value for `estimate_percent`.
- 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.

The 7.6.008 release of Genesys Info Mart adds the following new capabilities:

- Provides High Availability data extraction for Outbound Contact Solution details, which are extracted from an IDB that is populated by an appropriately configured Interaction Concentrator 8.0. 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. Two new configuration options, `job-retry-count` and `job-retry-wait` enable this functionality.
- Provides support for the automated re-run of `Job_ExtractICON` for `role=ICON_CFG` and `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.

A new configuration option, `extract-partially-merged-interactions`, enables this functionality.

The 7.6.007 release of Genesys Info Mart adds the following new capabilities:

- Provides support to improve ETL and Administration Console performance by providing an optional mechanism for purging from the Staging Area database and the historical information about steps that the ETL has performed related to job execution, source data extraction, target table loading, table purging, and data aggregation. A new configuration option, `days-to-keep-stg-history`,

- enables this Staging Area database purging functionality.
- Provides support to improve the performance of the interval-based aggregation queries used to populate data for the Interaction-Agent Interval and Agent-State Interval aggregates. A new configuration option, `interval-aggregates-fact-time-window`, enables this functionality.
- Modifies the time range of data that is aggregated in a single database transaction by `Job_LoadRecent` and `Job_AggregateGIM` aggregation queries. The value can now be specified in HOURS in the `aggregate-time-rangeunits` configuration option on the `gim-etl` section of the Genesys Info Mart Application object's `Options` tab.

The 7.6.006 release of Genesys Info Mart adds the following new capabilities:

- Improves ETL performance for large-scale inbound voice contact centers, primarily by running several steps in parallel, rather than sequentially. Improvement in ETL performance was observed during testing in large-scale deployments using Oracle 10 and running the ETL on either Solaris 10 or Windows 2003.
- Provides support for native 64-bit Solaris 10. Previously, Genesys Info Mart supported 64-bit Solaris 10 only in 32-bit compatibility mode, and this limited Genesys Info Mart scalability.
- Provides support for native 64-bit Windows 2003. Previously, Genesys Info Mart supported 64-bit Windows 2003 in 32-bit compatibility mode, and this limited Genesys Info Mart scalability.
- Provides the option to allow the ETL to automatically ignore unresolved references to configuration objects, rather than require the user to manually run the failed ETL job.
- Provides the option not to store Interaction Segment Fact data for voice media. This feature is for deployments where reports can be created from Interaction Resource Fact data for voice media.
- Provides the option to create a separate Interaction Resource Fact row to represent voice agents and self-service IVR ports that initiate consultations. If this option is not enabled, information about initiated consultations continues to be embedded within the Interaction Resource Fact row that represents the original interaction that was offered to the agent or self-service IVR port.
- Provides the option to purge fact data from Info Mart that is only three days old. Previously, fact data had to be at least 30 days old before it was eligible to be purged.
- Provides the option to limit how far back in time the aggregation processing in `Job_LoadRecent` and `Job_AggregateGIM` will go when considering newly loaded, late-arriving facts. Previously, it was not possible to set a limit, and all late-arriving facts would be reaggregated.

The 7.6.005 release of Genesys Info Mart adds the following new capabilities:

- Provides enhanced support for reporting tools such as Genesys Interactive Insights to report on:
 - Calls that were too short for any useful customer interaction to have occurred, dimensioned by agent or agent group.
 - Calls that rang at an agent, were not answered, and were subsequently redirected or routed to another resource (route on no answer [RONA]), dimensioned by agent or agent group.
 - Calls that were abandoned while ringing at the desktop, dimensioned by agent or agent group.
 - The business attribute, if any, assigned to interactions that were distributed from Automatic Call Distribution (ACD) or Virtual 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.

The 7.6.004 release of Genesys Info Mart adds the following new capabilities:

- The ability to extract UserEvent-based key-value pair (KVP) data that is sent within a configurable timeout after the associated voice interaction ends.
- The ability, at your option, to include the last five minutes of extracted voice agent-activity data when transforming data in a contact center environment where agents use a single directory number (DN) on a single switch and where reporting of Do Not Disturb (DND) mode is not required.

The 7.6.0 release of Genesys Info Mart adds the following new capabilities:

- Extracts agent-state and reason details from Interaction Database (IDB), rather than from Stat Server. New Info Mart fact tables store details about state, reason, and do-not-disturb (DND) mode.
- Supports HA (high availability) data extraction for agent login session, state and state reason, and DND mode source details in an environment with Interaction Concentrator release 7.6 (T-Server release 7.6 is required.)
- Supports HA data extraction for contact center configuration history details in an environment with Interaction Concentrator release 7.6.
- Improves data quality in HA data extraction for voice interaction details by comparing voice interaction data between the IDBs that constitute the HA pair.
- Supports reporting on Open Media interaction details in an environment with Interaction Concentrator release 7.6.
- Supports reporting on active multimedia virtual queue details and active multimedia chat interactions.
- Stores 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.
- At your option, supports reporting on uninterrupted duration for After Call Work (ACW) and Not Ready states, when voice interactions are initiated or received while in these states, in an environment with Interaction Concentrator release 7.6.
- Supports reporting on the count and duration associated with voice interactions initiated or received while the agent is in ACW or Not Ready states, in an environment with Interaction Concentrator release 7.6.
- Supports associating ACW with the ACD or routed call, rather than a consultation call, for the case where the consultation call outlasts the original inbound customer call, in an environment with Interaction Concentrator release 7.6.
- Supports reporting on pure agent-to-agent consultation talk duration, for the case where consultation includes an IVR application or voice treatment port before the target agent answers the consultation.
- Provides a set of new agent and interaction summary tables which facilitate aggregation for agent-state and inbound-voice interaction reporting.
- Provides several new interval-based and disposition-based aggregates to support Genesys Interactive Insights reports.
- Provides configurable control of transaction sizes for data loaded, aggregated, and purged in the Info Mart database to improve the capability to control the database resources required to run the ETL jobs.
- 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 data from IDB following the use of the Interaction Concentrator feature for resynchronization of configuration data.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

genesys_info_mart

Contains the installation files for the software.

admin_console

Contains the installation files for the Genesys Info Mart Administration Console software.

templates

Contains the application templates used for configuration.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Info Mart 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Third-party Licensing

This product includes the `log4j` package developed by the Apache Software Foundation (<http://logging.apache.org/>). The Apache license information is included in the product and is available on the Genesys Technical Support website.

This product includes the `c3p0.jar` open source library distributed under the Lesser Gnu Public License (LGPL). The license information is included in the product.

This product includes software developed by the Dom4J Project (www.dom4j.org).

This product also includes *Hibernate*, an open source service for Java (<http://www.hibernate.org>). The use of this code is governed by the LGPL license which is included in the product and is available on the Genesys Technical Support website.

Supported Operating Environment Information

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

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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