Genesys Info Mart Private Edition Guide

GSP configuration options

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Options you can use to control GSP behavior.

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GSP supports the configuration options described on this page. See Configure GSP behavior for information about how to change the option values in the Helm chart.

GSP behavior affects data in the Info Mart database dimensional model. For full information about the Info Mart database tables and columns referenced in the descriptions on this page, see the *Genesys Info Mart Historical Database Reference*.

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Important

When you specify an override value in the **values.yaml** file, you indicate the configuration level for that option value. The configuration level specifies the scope for which an option value is in effect. For example, for certain ***-threshold** options, you can specify different thresholds for the various media types, and you can further refine behavior by specifying different thresholds for individual queues. Only some options support configuration at different levels.

All options are configured by tenant. Below the tenant level, the available configuration levels are:

- standard — Applies across media types.

- media — Applies to the specified media type, such as voice or email.

- dn: media — Applies to the specified Virtual Queue DN. An option value specified on the DN level overrides a value specified for that option at the media level.

- script: media *or* script: standard — Applies to the specified Script object representing an Interaction Queue or Interaction Workbin for digital interactions. An option value specified on the Script level overrides a value specified for that option at the media or standard levels.

adjust-vq-time-by-strategy-time

Default value: false
Valid values: true, false
Configuration level: standard

Specifies whether GSP adjusts the mediation duration in mediation segment facts (MSFs) for virtual queues to include time spent in strategies but not in associated virtual queues — for example, if an interaction spends 3 minutes in a strategy and is in a virtual queue for 2 of those minutes, whether the MSF for the virtual queue reports the duration as 3 minutes or 2 minutes.

- `true` — GSP includes strategy time that is outside the virtual queue in the mediation duration in MSFs for virtual queues.

- `false` — GSP never includes strategy time that is outside the virtual queue in the mediation duration. This setting means that there might be gaps between the end time of the MSF for a virtual queue that is used by a strategy and the interaction resource fact (IRF) that follows the strategy's routing, or between the start time of the MSF for a virtual queue and the end time of a previous MSF (for example, the MSF for an Interaction Workbin).

In digital scenarios in which an interaction is bounced between a mediation resource (for example, an Interaction Queue or a Workbin) and a strategy as the strategy repeatedly retries busy agents, this option comes into effect only for the virtual queue that is associated with the last strategy party, before the interaction is routed successfully or else terminated. Genesys Info Mart does not report on virtual-queue activity that overlaps the repeated interim mediations.

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canceled-queues

Default value: iWD_Canceled
Valid values: A comma-separated list of queue names
Configuration level: standard

In digital deployments that use archive queues in their business processes, specifies the Interaction Queues that are used as archives for canceled interactions. When an interaction is placed into one of these queues, GSP considers the interaction to be terminated. The transformation job assigns the

technical result/reason combination of COMPLETED/CANCELED in the IRF of the handling resource that placed the interaction in the queue, and GSP excludes the interaction from further processing.

The option parallels the **completed-queues** configuration option available in Interaction Server. The default value of the GSP option matches the archive queue for canceled interactions in the default business process for the Genesys intelligent Workload Distribution (iWD) solution.

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completed-queues

Default value: iWD_Completed
Valid values: A comma-separated list of queue names
Configuration level: standard

In digital deployments that use archive queues in their business processes, specifies the Interaction Queues that are used as archives for completed interactions. When an interaction is placed into one of these queues, GSP considers the interaction to be terminated. The transformation job assigns the technical result/reason combination of COMPLETED/ARCHIVED in the IRF of the handling resource that placed the interaction in the queue, and GSP excludes the interaction from further processing.

The option parallels the **completed-queues** configuration option available in Interaction Server. The default value of the GSP option matches the archive queue for completed interactions in the default business process for the Genesys iWD solution.

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interaction-type-ignore-list

Default value: InboundReport, InboundDisposition
Valid values: A comma-separated list of interaction types
Configuration level: standard

In digital deployments, specifies the interaction types or subtypes you want to exclude from reporting. GSP does not transform any interactions with the interaction type(s) or subtype(s) you specify. No records are generated in fact tables for interactions of this type.

If you disable a subtype, the parent interactions of that subtype as well as any child interactions of those parent interactions are disabled, even if the child interactions themselves are of a different subtype, one that is configured to be transformed.

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max-ixn-duration-days

Default value: 30
Valid values: Any positive integer
Configuration level: standard

Specifies the maximum duration, in days, of interactions in the deployed environment.

For long-living digital interactions, specifies the maximum number of days to process active interactions, after which the interactions become eligible for artificial termination. Consider using a value that is consistent with the value of the option **days-to-keep-active-facts**.

Artificial termination of long-living interactions

This functionality is intended primarily to prevent problems with aggregation — for example, when updates to long-living digital interactions trigger unnecessary re-aggregation, which results in overflow errors.

If an interaction is still active when the **max-ixn-duration-days** period expires, the transformation job terminates the interaction artificially in fact tables. Any activity that is related to this interaction that occurs after termination is discarded.

max-msfs-per-irf

Default value: 50
Valid values: 10-10000
Configuration level: standard

Specifies the maximum number of MSF records associated with a given digital interaction that are represented in the Info Mart database. When the number of MSF records associated with a single IRF record exceeds the limit, the transformation job processes only the first n mediation DNs and the last n mediation DNs in the interaction, where n = max-msfs-per-irf/2. In this way, ETL performance avoids being degraded by huge numbers of MSF records for unsuccessful routing attempts for "stuck strategy" scenarios.

The first n mediation records for a given interaction are processed by the transformation job and populated in the MSF table as they occur. The last n records are postponed until an associated IRF record has been created.

The option does not affect the mediation durations that are reported in the IRF (QUEUE_DURATION, ROUTING_POINT_DURATION, MEDIATION_DURATION, and PREVIOUS_MEDIATION_DURATION); all these metrics correctly report the full overall mediation time.

Log message number 55-20120 is generated when the max-msfs-per-irf limit is exceeded, triggering the behavior to abbreviate the representation of unsuccessful routing attempts in the Info Mart database. You can set an alarm on the log message, to prompt you to investigate strategies that might be inappropriate for your deployment.

populate-ixnqueue-facts

Default value: true
Valid values: true, false
Configuration level: standard, script: standard

Enables or disables the population of digital Interaction Queue activity to the MSF table. GSP uses the value configured at the `standard` level for all configured Interaction Queues, but you can override that value for specific Interaction Queues by configuring a different value for those Interaction Queues at the `script: standard` level.

- `true` — The placement of an interaction in an Interaction Queue is represented in the MSF table.

- `false` — The placement of an interaction in an Interaction Queue is not represented in the MSF table.

GSP always creates an MSF record for the first Interaction Queue that an inbound interaction enters, regardless of the setting of this option.

Strategy time is not included in the mediation duration, with the following exceptions:

- Scenarios in which an interaction is bounced between an Interaction Queue and a strategy while an available agent is being identified

- When the **show-non-queue-mediation** option is set to `true`

> ### Tip
> Ideally, set **populate-ixnqueue-facts** to `true` only for Interaction Queues for which mediation reporting is meaningful, so that the MSF table does not become cluttered with unnecessary information. Some Interaction Queues are not useful for reporting, such as the Interaction Queues that are associated with Interaction Workbin objects only through a configured Interaction Queue View.

populate-workbin-as-hold

Default value: true
Valid values: true, false
Configuration level: standard

Specifies whether the time that an interaction is in an Interaction Workbin is considered to be hold time or mediation.

- `true` — Workbin time is considered to be hold if the handling resource places the interaction into its own personal workbin. The hold ends when any resource takes the interaction out of the workbin. Various hold metrics are reported in the IRF record that is associated with that handling resource.

- `false` — Workbin time is considered to be mediation. Whether or not the workbin activity is represented by an MSF record depends on the value of the **populate-workbin-facts** option.

For time in an Interaction Workbin to be considered hold time, the Agent or Place resource must place the interaction into its own personal workbin. For example, if Agent1 places an email interaction into its personal workbin, the workbin time is considered to be hold; however, if another resource, such as another agent or a strategy, places the interaction into the workbin for Agent1 to handle, the workbin time is not considered to be hold.

If a handling resource places an interaction into more than one of its own personal workbins, all of the personal workbin time is considered to be hold, and there is no distinction between the hold time in the various workbins. For example, if Agent1 places an email interaction into a Drafts workbin, then pulls the interaction to continue handling it and subsequently places it into a FollowUp workbin, the hold duration that is reported in the IRF record for Agent1's association with the interaction combines the time that is spent in both workbins.

The following table summarizes the results of different permutations of the **populate-workbin-as-hold** and **populate-workbin-facts** options, in combination with the specifics of the interaction flow. If the values of the **populate-workbin-as-hold** and **populate-workbin-facts** options are both set to `false`, the workbin activity is not represented in the dimensional model.

Matrix of workbin reporting results

Scenario	Reporting result for workbin activity		
populate-workbin-as-hold=false **populate-workbin-facts=true**	**populate-workbin-as-hold=true** **populate-workbin-facts=true**	**populate-workbin-as-hold=true** **populate-workbin-facts=false**	
An Agent/Place resource places the interaction into its personal workbin.	MSF record.*	Hold metrics in the IRF record for the association of that Agent/Place with the interaction. This is the default behavior.	
Another resource places the interaction into the personal workbin of an Agent/Place.		MSF record.* This is the default behavior.	Not represented in the dimensional model.
Any resource places the interaction into an AgentGroup or PlaceGroup workbin.			
*The MSF record includes a WORKBIN_KEY value that identifies the workbin instance that is associated with the mediation.			

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populate-workbin-facts

Default value: true
Valid values: true, false
Configuration level: standard, script: standard

Enables or disables the population of digital Interaction Workbin activity to the MSF table. For workbins that are associated with handling resources of type Agent or Place, this option comes into effect only if GSP has not been configured to consider workbin time as hold (`populate-workbin-as-hold=false`). For the circumstances under which GSP considers workbin time as hold, see the description of the **populate-workbin-as-hold** option.

GSP uses the value configured at the `standard` level for all configured Interaction Workbins, but you can override that value for specific Interaction Workbins by configuring a different value for those Interaction Workbins at the `script: standard` level.

- `true` — Provided that GSP does not consider the workbin time as hold, the placement of an interaction in an Interaction Workbin is represented in the MSF table. The MSF record references a WORKBIN dimension, which identifies the type of resource that is associated with the workbin and the specific resource that is associated with the mediation. Strategy time is not included in the mediation duration, except for scenarios in which an interaction is bounced between an Interaction Workbin and a strategy as the strategy repeatedly retries busy agents. For more information, see the description of the MEDIATION_DURATION field in Populating mediation segments.

- `false` — The placement of an interaction in an Interaction Workbin is not represented in the MSF table.

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q-answer-threshold

Default value: 60
Valid values: 1-600000 for digital, 1-10000 for voice.
Configuration level: media, dn: media, script: media

Specifies the default duration, in seconds, that is used on all configured queues as a target time to accept an interaction that entered a queue.

You can configure a different threshold for each media type.

GSP uses the value configured at the `media` level for all configured queues, but you can override the value for interactions of that media type that come through particular virtual queues, digital interaction queues, or workbins by configuring a different value:

- For specific Virtual Queue DNs at the `dn: media` level

- For specific digital Interaction Queues or Interaction Workbins at the `script: media` level

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q-short-abandoned-threshold

Default value: 10
Valid values: 1-1000
Configuration level: media, dn: media, script: media

Specifies the maximum duration of mediation, in seconds, that is used on all configured queues to indicate that an interaction that was abandoned while in a queue should be considered a "short" abandon. GSP uses this value to determine the state of SHORT_ABANDONED_FLAG in the MSF row for an interaction abandoned in a queue.

You can configure a different threshold for each media type.

GSP uses the value configured at the `media` level for all configured queues, but you can override the value for interactions of that media type that come through particular virtual queues, digital interaction queues, or workbins by configuring a different value:

- For specific Virtual Queue DNs at the `dn: media` level

- For specific digital Interaction Queues or Interaction Workbins at the `script: media` level

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short-abandoned-threshold

Default value: 10
Valid values: 0-100
Configuration level: media

Specifies the minimum duration, in seconds, of an abandoned interaction in order for it to be considered truly abandoned. GSP uses this value to determine the state of SHORT_ABANDONED_FLAG in the IRF row.

You can configure a different threshold for each media type.

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show-non-queue-mediation

Default value: false
Valid values: true, false
Configuration level: standard

Controls whether all mediation time for digital interactions, even mediation time that does not occur within a queue, is represented by an MSF.

- `true` — Provided that there is an MSF for the first Interaction Queue in a mediation (which is true for mediation time of unhandled interactions), all mediation time for a digital interaction that occurs after

the first Interaction Queue, even mediation time that does not occur within a queue, is represented by one or more MSFs. Additional, non-queue MSFs are created for `multimedia interactions` to represent mediation time that occurs outside an Interaction Queue MSF — for example, mediation time that occurs after an MSF for an Interaction Queue if a routing strategy is attempting to find a routing target without the use of a virtual queue.

- `false` — MSFs for digital interactions are focused only on the portion of the mediation time that occurs in a queue, whether it is an Interaction Queue or a virtual queue. There may be gaps in time between MSFs, because the interaction may not be in a queue, or may not be in a queue that is represented by an MSF.

For digital interactions, mediation that occurs in a virtual queue is always represented in Genesys Info Mart by an MSF. However, depending on the setting for **populate-ixnqueue-facts**, mediation that occurs in an Interaction Queue might not be represented by an MSF; in fact, often it is not. When **show-non-queue-mediation** is set to `true`, the additional MSFs that are created occur between MSFs for Interaction Queues (in other words, when an interaction moves during mediation from one Interaction Queue that is represented by an MSF to another that is represented by an MSF), or between the MSF for an Interaction Queue and a routing target (agent). The additional, non-queue MSFs may overlap with MSFs for virtual queues, since an interaction may also be in a virtual queue for some (or all) of the mediation time that occurs outside of an Interaction Queue MSF. Furthermore, the additional MSFs may include time that the interaction spent in Interaction Queues that are not represented by an MSF.

Example

Consider the scenario in which a digital interaction enters the contact center at time t0 and, after mediation involving various queues and routing strategies, is routed for handling at time t4. Following first handling, there is additional mediation before the interaction is routed for further handling.
t0–t1: InteractionQueue1
t1–t2: Strategy1
t2–t3: InteractionQueue2 (not the same queue as InteractionQueue1)
t3–t4: Strategy2
t4–t5: Agent1
t5–t6: InteractionQueue3
t6–t7: Strategy3
t7–t8: InteractionQueue4
t8–t9: Strategy4
t9–t10: Agent2

The following table summarizes the mediation reporting results, depending on configuration option settings.

populate-ixnqueue-facts=false, show-non-queue-mediation=false	**populate-ixnqueue-facts=true,** show-non-queue-mediation=false	**populate-ixnqueue-facts=false,** show-non-queue-mediation=true	**populate-ixnqueue-facts=true,** show-non-queue-mediation=true
Without virtual queues			
• MSF1 (InteractionQueue1)* • IRF1 (Agent1)	• MSF1 (InteractionQueue1) • MSF2	• MSF1 (InteractionQueue1) • MSF2 (Strategy1)**	• MSF1 (InteractionQueue1) • MSF2 (Strategy1)

populate-ixnqueue-facts=false, show-non-queue-mediation=false	populate-ixnqueue-facts=true, show-non-queue-mediation=false	populate-ixnqueue-facts=false, show-non-queue-mediation=true	populate-ixnqueue-facts=true, show-non-queue-mediation=true
• IRF2 (Agent2) *If the second InteractionQueue in the scenario is actually the same as InteractionQueue1, then MSF1 would cover t0–t3, and there would be a gap of t3–t4.	(InteractionQueue2) • IRF1 (Agent1) • MSF3 (InteractionQueue3) • MSF4 (InteractionQueue4) • IRF2 (Agent2)	• IRF1 (Agent1) • IRF2 (Agent2) **Spans t1–t4, including time for InteractionQueue2 and Strategy2.	• MSF3 (InteractionQueue2) • MSF4 (Strategy2) • IRF1 (Agent1) • MSF5 (InteractionQueue3) • MSF6 (Strategy3) • MSF7 (InteractionQueue4) • MSF8 (Strategy4) • IRF2 (Agent2)
Gaps: t1–t4, t5–t9	**Gaps:** t1–t2, t3–t4, t6–t7, t8–t9	**Gaps:** None up to first handling; t5–t9	**Gaps:** None

If the strategies use virtual queues, there are also separate MSFs for the virtual queues, which might eliminate gaps, even when **show-non-queue-mediation**=false, and which overlap with the MSF for the Strategy party when **show-non-queue-mediation**=true.

Important

There are other scenarios, not controlled by this option, where non-queue time might be incorporated into an MSF for a queue, such as when a digital interaction bounces back and forth between the same queue and a strategy. In such cases, the repeated bounce-backs are collapsed into a single MSF, which might include non-queue time when the routing strategy was attempting to find a routing target before returning the interaction to the same queue. For more information, see the description of the MEDIATION_DURATION field in Populating mediation segments.

stop-ixn-queues

Default value: No default value
Valid values: A comma-separated list of queue names
Configuration level: standard

In digital deployments that use stop-interaction queues in their business processes, this option

specifies the Interaction Queues that are used to handle stopping an interaction (for example, Twitter_StopIxn). When an interaction is placed into one of these queues, GSP considers the interaction to be terminated:

- The transformation job assigns the technical result/reason combination of COMPLETED/UNSPECIFIED in the IRF of the handling resource that placed the interaction in the queue, and GSP excludes the interaction from further processing.

- The agent who placed the interaction in the queue is represented as the party that stopped the interaction, and the strategy that actually stops the interaction and performs any associated post-processing is not represented in Genesys Info Mart reporting.

If you do not specify a value for this option, GSP handles these situations as transfers to a queue.