Reporting
Reporting and Analytics Aggregates
Release 8.0

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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Reporting and Analytics Aggregates (RAA) is an add-on to Genesys Info Mart (GIM) 8.0 providing the engine that creates and populates aggregate tables and views from the detail data stored in GIM FACT tables. These aggregates facilitate custom reporting and serve as the direct source of data for the majority of reports provided by the Genesys Interactive Insights 8.0 product.

New Features in Release 8.0.x

New features provided in Reporting and Analytics Aggregates 8.0.1 include the following:

- Two new hierarchies have been added to RAA to aggregate data sourced from Genesys Outbound campaigns.
- Other existing hierarchies have been expanded to include additional aggregated data in new columns.

New features provided in Reporting and Analytics Aggregates 8.0.0 include the following:

- The RAA aggregation engine, which, once started, runs continuously until it is stopped.
- Aggregation tables and views, dynamically created upon demand and populated upon detection of newly transformed facts.

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Directories on This CD

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

genesys_info_mart/raa
Contains the installation files for the software.

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Documentation

The Reporting and Analytics Aggregates product documentation 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.

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 Reporting and Analytics Aggregates 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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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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