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## About This Software

Reporting and Analytics Aggregates (RAA) is an add-on to Genesys Info Mart (GIM) 8.1 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 8.1 product.

## New Features in Release 8.1.x

New features provided in Reporting and Analytics Aggregates 8.1.4 include the following:

- You can now schedule periodic purging of aggregate data, based on data age, hierarchy or query, aggregate level, and flavor.
- Queue attached data is now enabled by default: queue hierarchies now provide key columns that you can configure to join to two custom user data Info Mart dimension tables of your choice.
- RAA now provides split-media aggregation, which enhances RAA performance in Reporting deployments where both voice and other media are used. This is achieved by separating connection-oriented (online) and connection-less (offline) media in aggregate tables. To support this change, some aggregated data is now stored in `AGT_*` tables and presented through `AG2_*` views.
- Additional features introduced in release 8.1.4 are also introduced to release 8.1.1 beginning with 8.1.104, and are described in the following section:

New features provided in Reporting and Analytics Aggregates 8.1.1 include the following:

- You can create additional aggregate sets so that users can see reports in their own time zones.
- Release 8.1.104 and later: Queue attached data is now supported: queue hierarchies now provide key columns that you can configure to join to two custom user data Info Mart dimension tables of your choice. This feature is not enabled by default.
- Release 8.1.104 and later: A new aggregation runtime parameter (-

`InsertPendingAgg`) is introduced, which offers a simplified syntax.

- Release 8.1.104 and later: A new configuration option and runtime parameters (`materialize-subhour-in-db`) are introduced that enable you to more easily control the materialization of subhour tables in the database.

New features provided in Reporting and Analytics Aggregates 8.1.0 include the following:

- Migration of Genesys Info Mart 7.6.005.11 aggregate data (stored in tables prefaced `AG2_INB_V_*`) as well as their associated dimensions into comparable aggregate tables within the Info Mart 8.1.x schema.
- A new runtime parameter that, when issued, displays the underlying queries used to retrieve data from Info Mart.
- Expansion of several hierarchies to include additional aggregated data.

## 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

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is 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 through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a Reporting and Analytics Aggregates 8.1 customer.

### Licensing

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### Supported Operating Environment Information

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

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

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- This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).
- This product includes JTDS MS-SQL Server JDBC driver distributed under terms of the Lesser GNU Public License 2.1.
- This product includes JSAP Simple library distributed under terms of the Lesser GNU Public License 2.1

### Your Responsibility for Your System

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