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Genesys Interactive Insights User's Guide

Creating Week-Level Reports

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Creating Week-Level Reports

GI2 includes no weekly reports, although the Genesys Info Mart server regularly aggregates and populates week-level data in the AG2_*_WEEK tables in the Info Mart database. You can use these tables as the source for week-level GI2 reports that you can create, either:

- Drillable week-level reports
- Week-level-only reports

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If you want week-level-only reports without the ability to drill-up or drilldown functionality to the other aggregation levels, replace the time dimension that is used in the reports with the Week dimension. Follow the steps that are provided in “Week-Level-Only Reports”. For drillable week-level reports, you must do the following:

- Redefine the Day dimension to be a week-compatible day or create a new day-type dimension altogether (see [Creating a Week-Compatible Day Dimension](#)).
- Modify the universe’s Time hierarchy to define one drill path along the desired dimensions (which includes the Week dimension). Refer to BO documentation for details about editing hierarchies.
- Replace the time dimension used in the applicable reports with the Week dimension (to create week-level reports). If, however, you want report users to be able to drill up for week-level results, this step is not necessary.

BO enables you to create hierarchies to facilitate multidimensional analysis in the reports. You can create and maintain two or more time-related hierarchies within one universe:

- 30 minutes > Hour > Day > Week and
- 30 minutes > Hour > Day > Month > Quarter > Year

However, if you create such a sophisticated system, you may experience complications with respect to performing drill operations in the reports. If hierarchies share the same dimensions, as previously demonstrated, drill operations become less convenient. No further modification to the reports is required to enable users to drill up for week-level results. However, you must inform your users of a week’s boundaries, as they are defined within your data mart. This is discussed in [Understanding Week Boundaries](#).

Week-Level-Only Reports

The Week dimension is omitted from the Time hierarchy in GI2 reports, which disables drilling up or down for week level results. You can, however, create new copies of some of the reports and customize them to summarize contact center activity in week-only time buckets. For Week-level-only reports, you cannot drill along the Time hierarchy. You can enable week-level reporting in all reports except those reports in the Details folder.

To create Week-Level-Only Reporting:

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Customize a copy of a GI2 report as follows:

1. In InfoView, open a copy of a report.
2. Click Edit to start Web Intelligence.
3. Edit the report to add the Week dimension to both the report's query and the report's layout.
4. (Optional) Edit the prompts to display a selection of dates along week boundaries. This is a complex task. Alternatively, you can inform your report users of the week boundaries as defined within your data mart. Refer to [Understanding Week Boundaries](#) for information on this topic.
5. Remove any other time dimension from both the report query and its layout.

Test your changes by running the report and verifying its results. After making all changes, export your work to the BO repository, following the procedure in the "Exporting the Universe Back to the Repository" section of the [Genesys Interactive Insights 8.1 Deployment Guide](#).

Creating a Week-Compatible Day Dimension

You must create a week-compatible day dimension if you intend to enable your report users to drill up from or drill down to day-level results in the reports that you customize. In the default configuration, the Day dimension in the Time class is a month-compatible day, sourced from the LABEL_YYYY_MM_DD column of the DATE_TIME table. This field references the particular day with respect to the month and year in which the day falls; days are consequently numbered as 01 through 31. To reference a particular day within a given week, source the Day dimension from the CAL_DAY_NUM_IN_WEEK field of this table, which stores the day number of a week—starting with 1 for the first day of the week and ending with 7 for the last day of the week.

To this end, within Designer, you can do either of the following:

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- Redefine the existing Day dimension. If you choose this method, the new definition affects the results of all other reports that provide day- and month-level results.
- Create and define a new dimension, such as Day in Week. If you choose this, you must substitute the new dimension, in both the query panel and report layout, in all reports for which you want to generate week-level results.

When you have finished customizing the universe, you must export your work to the BO repository so that this redefined or new dimension is made available to report users. This procedure is described in the "Exporting the Universe Back to the Repository" section of the [Genesys Interactive Insights 8.1 Deployment Guide](#).

Understanding Week Boundaries

The boundaries of 15-minute, hour, day, month, quarter, and year aggregation levels are very well defined within any given Gregorian calendar year because each denomination represents an integral fraction of that year; there are four whole quarters in a year, 12 full months, 365 (or 366) complete days, and one year in a year. No single hour splits in such a way that part of the hour resides in one year and the other part in the next, as is precisely the case for the beginning and/or ending weeks of any given year.

Over and above this dual membership in each year, your system locale settings specify your preferred date-related conventions, which include the definition of a week and on which day the week begins. Different cultures observe different date conventions. As such, these variations in what constitutes a week merit special discussion.

Week Boundaries, as Defined in Genesys Info Mart

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The beginning of whole weeks in the Info Mart database is determined by the settings of the [date-time]/first-day-of-week Genesys Info Mart configuration option. By default, each week begins on Sunday and ends on Saturday. If report users specify any other week range in the User Prompt Input area of the week reports that you create in Web Intelligence, such as Monday to Sunday (when the default settings are used), the generated results display data for two partial weeks instead of one seven-day period. In the Monday–Sunday example, this breaks down to:

- Six days, Monday–Saturday, for the first partial week and
- One day, Sunday–Sunday, for the second partial week.

In addition, the first and last weeks of the year could be partial weeks, depending on how the simple-week-numbering Genesys Info Mart option is configured. A true value for this option mandates that Week 1 begin with January 1 and that the last week end with December 31. Simple week numbering is not the default.

There are other configuration options that affect the content of a week, including the following:

- min-days-in-first-week
- date-time-min-days-ahead
- date-time-max-days-ahead

Refer to the *Genesys Interactive Insights 8.1 Deployment Guide* for a complete discussion of these and other week-related options. (The Genesys Info Mart 8.x release also supports ISO-8601-compliant weeks which this section does not address.) Refer also to the discussion of the DATE_TIME table in the *Genesys Info Mart 8.1 Microsoft SQL Server Reference Manual* or *Genesys Info Mart 8.1 Oracle Reference Manual* for more information about the definition of a week that is used by Genesys Info Mart.