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Genesys Interactive Insights User's Guide

Using 15-Minute Aggregation

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All of the out-of-box GI2 reports (except for the reports in the Details InfoView folder) enable drill-down of results to a 30-minute level, by default, to enable you to review performance of your contact center for each half-hour of a day. The sub-hour-interval Genesys Info Mart configuration option controls this aspect of reporting to this subhour level. The Genesys Info Mart Server, however, accepts a value of 15min for this option, which enables 15-minute aggregations, and therefore reporting at a 15-minute level.

To enable 15-minute reporting in the GI2 reports, change sub-hour-interval to 15, rerun the aggregation job, and customize the universe and reports to use the 15 minutes dimension. Note that the *Reporting and Analytics Aggregates 8.1 Deployment Guide* recommends that you set the aggregation level during the initial installation of Genesys Info Mart, and not change it thereafter.

Note that either 15 or 30 minutes is allowed—but not both simultaneously. Therefore, drill-up operations from the 15-minute level in the GI2 reports that you customize take you directly to hour-level results, and not to 30-minute results.

To Enable 15-minute Aggregation:

Except where indicated, the following activities can be performed only on Microsoft Windows platforms:

[+] Show Steps

1. In the Genesys Configuration Manager, open the Genesys Info Mart Application object that controls Info Mart population.
2. Stop the aggregation process:
 - a. In the Genesys Info Mart Application object, change the run-aggregates configuration option to false.
 - b. If Job_AggregateGIM is running, stop it using the Genesys Info Mart Manager.
 - c. Wait until the current aggregation cycle completes. The following message appears in the Genesys Info Mart log when it is done:
Stopped processing pending aggregation
3. As an optional but recommended step, disable the scheduler by setting the run-scheduler configuration option to false, and use the Genesys Info Mart Manager to ensure that no jobs are running.

Important

The following steps are database-intensive, so it is best to reduce the load and execute them when contact center activity is at a minimum.

4. Set the sub-hour-interval option to 15min and save your changes.

Tip

Set the value of this option before the Genesys Info Mart Server runs for the first time and avoid changing it thereafter.

5. Reaggregate data following the instructions provided in the *Reporting and Analytics Aggregates 8.1 User's Guide* ("Reaggregating Data over a Certain Time Range"). You can perform this step on any supported platform. This step submits a request to delete and replace previously aggregated rows for the specified time period. When the next aggregation cycle starts and completes, the AG2_*_SUBHR tables contains data that is aggregated in 15-minute chunks.
6. If you disabled the scheduler in Step 3, re-enable it by setting `runscheduler` to `true`.
7. Restart aggregation:
 - a. Reset `run-aggregates` to `true`.
 - b. Open the Genesys Info Mart Manager, and start `Job_AggregateGIM`.
Perform this operation during the time of day when the reaggregation process does not interfere with ETL's processing of new data or with end-user querying of existing Genesys Info Mart data.
8. Close the Genesys Configuration Manager, and open the BusinessObjects Designer application.
9. Under the Time class, rename the 30 minutes dimension appropriately—for example, to 15 minutes. Genesys recommends that you rename the existing dimension instead of creating a new one.
10. In the dimension's properties, set the SELECT statement to either of the following and apply your changes:
 - a. `DATE_TIME.LABEL_YYYY_MM_DD_HH24_15INT`
 - b. `LABEL_YYYY_MM_DD_HH_15INT`

If you choose the latter, you will not be able to distinguish between 12 AM and 12 PM in your week reports.
11. Export the universe back to the repository.

Your GI2 reports now display subhour results at the 15-minute level when you drill down from hour results.