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# Genesys Info Mart Business Continuity Deployment Guide

Info Mart Database Replication

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# Info Mart Database Replication

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### About Oracle GoldenGate

Genesys recommends that you use Oracle GoldenGate to achieve database replication for Genesys Info Mart in the **active-standby architecture**. Oracle GoldenGate was selected as the replication tool because it is able to replicate a subset of database tables, thus saving the bandwidth that is required for data replication.

**Note:** Genesys has verified the Info Mart replication with Oracle GoldenGate version 11.2.1.0.1.

### Tables Excluded from Replication

The Info Mart database in a large environment grows over time to a significant size. A large portion of the Info Mart tables contain raw data that Genesys Info Mart uses for internal processing and that is not suitable for end-user reports. For this reason, Genesys recommends that you limit the set of tables that are replicated to the standby site, replicating only the dimensional model and aggregate tables, and excluding from replication all Temporary tables, as well as certain GIDB, Merge, Staging, and Control tables.

Genesys recommends that you exclude the following tables from Oracle GoldenGate database replication—with regard to both the data (DML) and schema (DDL) changes—for performance reasons.

#### Temporary tables

Exclude all Temporary tables (that is, all tables that have names that start with TMP\_\*).

#### GIDB tables

Exclude the majority of GIDB tables.

#### [+] See tables

- GIDB\_G\_AGENT\_STATE\_HISTORY\_MM
- GIDB\_G\_AGENT\_STATE\_HISTORY\_V
- GIDB\_G\_AGENT\_STATE\_RC\_MM
- GIDB\_G\_AGENT\_STATE\_RC\_V
- GIDB\_G\_CALL\_HISTORY\_MM
- GIDB\_G\_CALL\_HISTORY\_V
- GIDB\_G\_CALL\_MM
- GIDB\_G\_CALL\_STAT\_V
- GIDB\_G\_CALL\_V
- GIDB\_G\_CUSTOM\_DATA\_S\_MM
- GIDB\_G\_CUSTOM\_DATA\_S\_V

- GIDB\_G\_DND\_HISTORY\_MM
- GIDB\_G\_DND\_HISTORY\_V
- GIDB\_G\_IR\_HISTORY\_MM
- GIDB\_G\_IR\_HISTORY\_V
- GIDB\_G\_IR\_MM
- GIDB\_G\_IR\_V
- GIDB\_G\_IS\_LINK\_HISTORY\_V
- GIDB\_G\_IS\_LINK\_V
- GIDB\_G\_LOGIN\_SESSION\_MM
- GIDB\_G\_LOGIN\_SESSION\_V
- GIDB\_G\_PARTY\_HISTORY\_MM
- GIDB\_G\_PARTY\_HISTORY\_V
- GIDB\_G\_PARTY\_MM
- GIDB\_G\_PARTY\_V
- GIDB\_G\_ROUTE\_RES\_VQ\_HIST\_MM
- GIDB\_G\_ROUTE\_RES\_VQ\_HIST\_V
- GIDB\_G\_ROUTE\_RESULT\_MM
- GIDB\_G\_ROUTE\_RESULT\_V
- GIDB\_G\_SECURE\_UD\_HISTORY\_MM
- GIDB\_G\_SECURE\_UD\_HISTORY\_V
- GIDB\_G\_USERDATA\_HISTORY\_MM
- GIDB\_G\_USERDATA\_HISTORY\_V
- GIDB\_G\_VIRTUAL\_QUEUE\_MM
- GIDB\_G\_VIRTUAL\_QUEUE\_V
- GIDB\_GM\_F\_USERDATA
- GIDB\_GM\_L\_USERDATA
- GIDB\_GO\_CAMPAIGN
- GIDB\_GO\_CAMPAIGNHISTORY
- GIDB\_GO\_CHAIN
- GIDB\_GO\_CHAINREC\_HIST
- GIDB\_GO\_FIELDHIST
- GIDB\_GO\_METRICS
- GIDB\_GO\_RECORD (applies to release 8.1.0)
- GIDB\_GO\_SEC\_FIELDHIST
- GIDB\_GOX\_CHAIN\_CALL

### **Aggregate tables**

In deployments with RAA/GI2, exclude certain aggregate tables.

#### **[+] See tables**

- AGR\_JUNK\_NOTIFICATION
- AGR\_LOCK
- AGR\_NOTIFICATION

### **Merge tables**

Exclude the majority of Merge tables.

#### **[+] See tables**

- G\_CALL
- G\_IR
- G\_IS\_LINK

### **Staging tables**

Exclude several Staging tables.

#### **[+] See tables**

- STG\_ACW
- STG\_ACTIVE\_ACW
- STG\_IDB\_FK\_VIOLATION
- STG\_SM\_RES\_ST\_REASON\_FACT\_MM
- STG\_SM\_RES\_ST\_REASON\_FACT\_V
- STG\_SM\_RES\_STATE\_FACT\_MM
- STG\_SM\_RES\_STATE\_FACT\_V
- STG\_TRANSFORM\_DISCARDS
- STG\_UDH\_CID\_V
- STG\_UDH\_V
- STG\_UDH\_V\_UNP
- STG\_UDH\_V2
- STG\_UDH\_V2\_UNP
- STG\_UDH\_MM (applies to release 8.1.0)

### **Control tables**

Exclude certain Control tables.

**[+] See tables**

- CTL\_TRANSFORM\_HISTORY
- CTL\_EXTRACT\_HISTORY
- CTL\_PURGE\_HISTORY
- CTL\_SCHEMA\_INFO