GENESYS™

Genesys Info Mart Manager Help

Genesys Info Mart 8.1.4

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GIM Manager Help

The Genesys Info Mart Manager (GIM Manager) provides an interface that you can use to manage Genesys Info Mart jobs. Use it to view the status of jobs, start jobs, or stop jobs. If more than one Genesys Info Mart Server is available to manage, choose a server from the drop-down list box.

Starting and Stopping Jobs

To Start a Job

To start a Genesys Info Mart job:

1. Click **Run Job** to open the **Run Job** dialog box.
2. On the **Run Job** dialog box, select a job to run. **Job_AggregateGIM** can optionally accept parameters using the **Job Parameters** field; for all other jobs, leave the **Job Parameters** field blank.
3. Click **OK** to start the job.

   Note that the job may not run immediately (for example, because the job cannot run while other jobs are running). In this case, the status will change to Scheduled, and the job will run as soon as conditions permit.

To Re-aggregate Data:

- Run **Job_AggregateGIM**, and in the **Job Parameters** field, enter:
  -insertPendingAgg <AGR_SET>:<START>:<END>
  where:
  - <AGR_SET> indicates what set to aggregate (ALLSETS, or an aggregate set name). Aggregate set name is formatted as follows: <HIERARCHY_NAME>-<AGG_LEVEL>[.Flavor])
    where:
    - <HIERARCHY_NAME> is the name of the hierarchy to be aggregated.
    - <AGG_LEVEL> is the aggregation level (SUBHOUR, HOUR, DAY, MONTH, QUARTER, YEAR).
    - [.Flavor] indicates what data to include (Online or Offline).
  - <START> is a value (YYYY-MM-DD) from the DATE_TIME table that indicates the beginning of the reporting interval.
  - <END> is a value (YYYY-MM-DD) from the DATE_TIME table that indicates the end of the reporting interval.

Re-aggregation is possible only if **Job_AggregateGIM** is already running. As a result, if you attempt to pass re-aggregation job parameters when **Job_AggregateGIM** is not running, Genesys Info Mart simply starts aggregation, ignoring the job parameters. In this case, you can re-aggregate by issuing the command to run the job, with the re-aggregation parameters, a second time.

> **Important**
>
> A request to re-aggregate data for a specific time range first deletes aggregated data from that time range (to prevent duplicate data from being written to Info Mart). Before you issue a re-aggregation command, make sure that facts for your selected time range exist in the Info Mart database and have not been purged. Otherwise, you could be left with no aggregates at all for that time range.

To Stop a Job

To stop a currently running job or cancel the **Run Job** command for a job that has not yet started (in other words, a job that has a status of `Scheduled`)) first select the job, then click **Stop Job**.

> **Tip**
>
> If you want to stop **Job_AggregateGIM**, you must first ensure that the `run-aggregates` configuration option in the Genesys Info Mart application is set to `false`.

Viewing the Status of Jobs

- To sort the data in the list view, click on the column headings. For example, to sort by Duration, click on the **Duration** column heading. Click again to sort in reverse order.

- To choose what columns appear in the list view, click **Select Columns**. In addition to the default columns, you can, for example, add a column to show the **End Time**, **Job Version**, or **Job ID**.

  Note: Changes you make to column visibility and data sort order are not preserved when you reload/refresh the browser page.

- To refresh the data in the list view, click **Refresh**. The data in the list view is automatically refreshed when you stop a job by clicking **Stop Job**.

> **Important**
>
> Data in the list view is not automatically refreshed. If you are waiting for a job status to change, periodically click **Refresh**.

To Filter the Contents of the List View

- In the **Quick Filter** field, type one or more characters. As you type, the list of jobs automatically updates to show only those jobs that contain the text you type. This filter checks all visible columns, so you can easily filter by job name, status, duration, job ID, or start/end times.

- Click **Filter** to open the **Filter** dialog box. On the **Filter** dialog box, you can enter a value in the **Jobs for the past days** field, which controls how many days' worth of data is displayed. This value works in parallel with any one of the following three filtering options:

    - **Show specified number of jobs**: Enter the maximum number of jobs to display. For example, enter 10 to display 10 jobs with the most recent start times.

    - **Show jobs with status**: Select an option from the list to display only jobs that have the selected status. For example, select **Running** to display only jobs that are currently running.

    - **Show all jobs**: Show all jobs from the specified past number of days.

    Note: Selections you make in the **Filter** dialog box persist between sessions. Also, the **Quick Filter** and **Filter** features interact with each other. Thus, if you set options in the **Filter** dialog box, you can further refine the filter by entering a value in the **Quick Filter** field.

Localization

You can select the language used by the GIM Manager GUI (`Preferences > System Preferences > Locale` or `Preferences > User Preferences > Locale`). If the language you want is not listed, see Installing Language Packs for information about how to install localization toolkits for the GIM Manager GUI.
GIM Manager uses the time zone setting, date format, and number format that you select in Genesys Administrator Extension preferences.