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Genesys Info Mart Operations Guide

Genesys Info Mart 8.5 Operations Guide

4/16/2025

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Welcome to the Genesys Info Mart 8.5 Operations Guide. This guide describes the procedures that you must follow to schedule and monitor the Genesys Info Mart jobs that extract, transform, and load (ETL) data. It is intended for administrator use, and is valid only for Genesys Info Mart release 8.5.

Starting with release 8.5.014.14 on August 30, 2019, Genesys Info Mart is part of 9.0. This document is valid only for the 8.5 releases of this product before Genesys Info Mart was part of 9.0. For 8.5 releases of Genesys Info Mart after August 30, 2019, see the [Current](#) version of this document.

Important

For versions of this document created for other releases of this product, visit the Genesys Customer Care website, or request the Documentation Library DVD, which you can order by email from [Genesys Order Management](#).

For information about related resources and about the conventions that are used in this document, see [Related Documentation Resources](#).

Intended Audience

This guide is intended primarily for those responsible for database administration and management. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your network and database configurations
- Relational database management systems (RDBMS)
- Data extraction
- Data warehousing
- Data integration
- SQL