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Genesys Info Mart Deployment Guide

Preparing the Info Mart Database

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This page provides a high-level overview of the steps to prepare the target Genesys Info Mart database and predefined views.

As Genesys Info Mart extracts source data and transforms and loads this data into the target tables, it operates with a single Genesys Info Mart database. The Info Mart database consists of the target fact and dimension tables (Dimensional model), Global Interaction Database (GIDB) tables, Merge tables (used for voice interactions only), Control tables, Staging tables, and Temporary tables. For more information, see [Info Mart Database](#).

Overview: Preparing the Info Mart Database

1. **Set up RDBMS resources to support the reporting database.**

Create the database instance. For more information, refer to the documentation for your RDBMS.

Important

See the important notes on the [Database Considerations](#) page. In addition:

- For Microsoft SQL Server, in Genesys Info Mart releases earlier than 8.5.015.07 you must use a case-insensitive collation for the SQL Server instance and the Info Mart database. Starting with release 8.5.015.07, you can use either a case-sensitive or a case-insensitive collation.
- For PostgreSQL, Genesys recommends that you use lower case for all schema names. If you cannot do so, specify the value in case-sensitive mode by surrounding the value with a set of double quotes.
- For multi-language support in Oracle and PostgreSQL, you must create the Info Mart database with UTF-8 encoding. For links to more information, including requirements for related components that apply to Microsoft SQL Server as well, see [Multi-Language Support](#).

2. **Create and configure the Info Mart database schema to process and store detailed reporting data.**

Prepare the databases by running Genesys-provided scripts:

- a. For reporting environments that require custom user-data storage, customize the user-data template script. See [Preparing the User Data Script](#).
- b. For all deployments, create the Info Mart database schema. For more information, see [Creating the Info Mart database schema](#).
- c. For deployments that include Voice details, customize the GSYS_DNPREMOTELLOCATION table in GIDB, as required, to optimize performance of the merge operation. For more information, see [Configuring](#)

Info Mart database for merge.

3. **(Optional, but recommended) Prepare database links, to streamline performance.**
Configure links between the IDB and Info Mart RDBMS servers. For more information, see [Optimizing Database Performance: Database Links](#).
4. **Tune the Info Mart database.**
To improve ETL execution time, adjust the settings for the target database, as applicable to your RDBMS environment. For more information, see [Optimizing Database Performance: Database Tuning](#).
5. **After you have installed Genesys Info Mart, complete database preparation.**
 - If applicable, create read-only, tenant-specific views. For more information, see [Creating Read-Only Tenant Views](#).
 - (Optional) Create custom calendar dimensions. For more information, see [Creating Custom Calendars](#).

Important

If you plan to employ custom calendars in a deployment that includes the Genesys historical reporting presentation layer (GCXI) or the RAA package, configure the custom calendars before you start aggregation.