Genesys Info Mart Deployment Guide

Database Worksheets

5/9/2025

Contents

Database Worksheets

This page provides worksheets that you can use to note RDBMS-specific database-connection parameters for each database that Genesys Info Mart accesses. Keep this information, so that you can refer to it during deployment and when you need to re-install or upgrade Genesys Info Mart.

For information about the privileges required for the respective database users, see Database Privileges. See also Recommendations for User Accounts.

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Microsoft SQL Server=

Worksheet for Microsoft SQL Server Databases

For Microsoft SQL Server databases, the `Database Name` is the name of the Microsoft SQL Server database. The `Owner ID` and `Owner Password` specify the owner of the tables in the database. (The `Owner ID` is either the login that created the database tables or `dbo`, if the login that created the tables created the database that contains the tables or if it is a member of the `System Administrators` server role.) When in doubt, use the SQL Server Enterprise Manager to verify the owner of the tables. The `User ID` and `User Password` are used to connect to the database server.

Interaction Concentrator Database		
Use to run SQL scripts manually to modify the Interaction Database (IDB), and to configure a DAP for Genesys Info Mart jobs to extract Interaction Concentrator data or to modify IDB. If you have multiple IDBs, note the connection information for each database.		
Database Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		
User ID		
User Password		
Genesys Info Mart Database		
Use to run SQL scripts during deployment of the Info Mart database, and to configure a DAP to connect to the Genesys Info Mart database.		
Database Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		

Interaction Concentrator Database		
User ID		
User Password		
Tenant Admin		
Use to run SQL scripts during deployment of the Info Mart database to create read-only views of Genesys Info Mart tables.		
Database Name		
Owner ID		
Owner Password		
Tenant User		
The read-only user for the tenant view. If you have multiple tenants, note the connection information separately for each tenant.		
Database Name		
Owner ID		
Owner Password		

|-| Oracle=

Worksheet for Oracle Databases

For Oracle, the `Database Name` is the name that the database client software uses to connect to the database — for example, TNS name or Oracle Name Server name. The `Owner ID` and `Owner Password` specify the schema in which the database tables reside. The `User ID` and `User Password` are used to connect to the database.

Interaction Concentrator Database		
Use to run SQL scripts manually to modify the Interaction Database (IDB), and to configure a DAP for Genesys Info Mart jobs to extract Interaction Concentrator data or to modify IDB. Genesys recommends that you use the IDB schema owner name as the database user ID that Genesys Info Mart uses to connect to IDB. Genesys does not recommend using another user ID on the extraction DAP(s). If you have multiple IDBs, note the connection information for each database.		
Database Name		
System ID (SID)		
Service Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		
User ID		
User Password		
Genesys Info Mart Database		

Interaction Concentrator Database		
Use to run SQL scripts during deployment of the Info Mart database, and to configure a DAP to connect to the Genesys Info Mart database.		
Database Name		
System ID (SID)		
Service Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		
User ID		
User Password		
Tenant Admin		
Use to run SQL scripts during deployment of the Info Mart database to create read-only views of Genesys Info Mart tables.		
Database Name		
Owner ID		
Owner Password		
Tenant User		
The read-only user for the tenant view. If you have multiple tenants, note the connection information separately for each tenant.		
Database Name		
Owner ID		
Owner Password		

|-| PostgreSQL=

Worksheet for PostgreSQL Databases

For PostgreSQL databases, the Database Name is the name of the PostgreSQL database. The Owner ID and Owner Password specify the owner of the tables in the database. The Owner ID is the login that created the database tables. The User ID and User Password are used to connect to the database server. The Schema is a separate database object in PostgreSQL; it is used to logically group database objects. If a new schema is not created for the Info Mart database or Interaction Database (IDB), the default schema named public will be used. In deployments that include Reporting and Analytics Aggregates (RAA), the Info Mart schema name must either be public or else be the same as the User ID.

Interaction Concentrator Database		
Use to run SQL scripts manually to modify the Interaction Database (IDB), and to configure a DAP for Genesys Info Mart jobs to extract Interaction Concentrator data or to modify IDB. If you have multiple IDBs, note the connection information for each database.		

Interaction Concentrator Database		
Database Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		
User ID		
User Password		
Schema		
Genesys Info Mart Database		
Use to run SQL scripts during deployment of the Info Mart database, and to configure a DAP to connect to the Genesys Info Mart database.		
Database Name		
Host Name		
Communication Port		
Owner ID		
Owner Password		
User ID		
User Password		
Schema		
Tenant Admin		
Use to run SQL scripts during deployment of the Info Mart database to create read-only views of Genesys Info Mart tables.		
Database Name		
Owner ID		
Owner Password		
Tenant User		
The read-only user for the tenant view. If you have multiple tenants, note the connection information separately for each tenant. In releases earlier than 8.5.009, the name of the Tenant User schema must be the same as the name of the corresponding tenant user.		
Database Name		
Owner ID		
Owner Password		