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Genesys Info Mart Deployment Guide

Enabling Aggregation

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Enabling Aggregation

The following steps summarize the task flow to enable Genesys Info Mart to support the aggregation process and to populate aggregate tables in the Info Mart database.

Important

If you plan to use Genesys CX Insights (GCXI) you must enable aggregation.

1. Install the aggregation engine software.

Install Reporting and Analytics Aggregates (RAA).

For information about how to install GCXI, see the [Genesys CX Insights Deployment Guide](#). For information about how to install the RAA package, see the [Reporting and Analytics Aggregates Deployment Guide](#) for your release.

2. Configure the Genesys Info Mart Application object and other applications and objects in your Genesys environment, as required, to support aggregation.

Settings on the Genesys Info Mart Application object — as well as settings for ICON filtering options, switch and DN options, and other applications — affect aggregation. Be aware that GCXI has specific requirements for certain settings.

- For full information about how to configure Genesys Info Mart for aggregation, see the [Reporting and Analytics Aggregates Deployment Guide](#) for your release.

Tip

You must restart the Genesys Info Mart Server if you modify the following settings during runtime:

- jdbc-url option in the Info Mart DAP
- agg-jdbc-url option in the Info Mart DAP (optional, in Oracle RAC deployments only, if you want aggregation to use a separate node)
- aggregation-engine-class-name in the Genesys Info Mart Application
- User name for the Info Mart database
- Password for the Info Mart database

Genesys Info Mart generates a log event (message 55-20153) when these settings are changed. Genesys recommends that you set an alarm on the log message, to prompt you to restart the Genesys Info Mart Server.

- For information about how to configure MicroStrategy and GCXI, see the [Genesys CX Insights Deployment Guide](#).

3. (Optional) Configure custom calendars.

See [Creating Custom Calendars](#).

Important

If your reports use custom calendar dimensions, create the custom calendars before you start aggregation.

4. Start the aggregation engine.

If you have configured the Genesys Info Mart scheduler to control the aggregation process (`run-aggregates = true`), the aggregation job will start automatically at the scheduled time, as specified by `aggregate-schedule`, and will run continuously for the amount of time specified by `aggregate-duration`.

For full information about how to start the aggregation engine, see the [Reporting and Analytics Aggregates Deployment Guide](#) for your release. For more information about how to schedule and manage the aggregation job in Genesys Info Mart, see [Managing and Scheduling Jobs](#) in the *Genesys Info Mart Operations Guide*.