GVP Deployment Guide

Installing the VP Reporting Plugin for GAX

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Generating Reports: Using GA vs. Using GAX

Genesys Administrator Extension (GAX) can now generate all reports that are available in Genesys Administrator (GA), and some new reports that GA does not offer. Configuration of GVP 8.1.7 and above, as well as the ability to generate most reports, remains in Genesys Administrator (GA).

Note: To generate the reports in GAX using the Reporting Server (RS) Plug-in, ensure that you add the RS application in the **Connections** tab of the GAX application in Configuration Server.

Below is a breakdown of reports that you can generate with GAX vs. with GA.

Table: Where can I generate this report?

Exclusive to GAX	Generating these new reports: • VoiceXML Call Arrivals, Call Peaks, Call Durations. • Media Service Call Arrivals, Call Peaks, Call Durations. • ASR/TTS Call Durations.
Exclusive to GA	Configuring GVP.

Common to both GAX and GA	• Generating Call Browser Reports: Historical Call Status, In-Progress Call Status.
	
	• Generating VAR reports: VAR Call Completion, VAR IVR Action Usage, VAR Last IVR Action.
	
	• Generating these reports:
	
	    • Real-time Call Browser, IVR Profile Call Arrivals, IVR Profile Call Peaks, Tenant Call Arrivals, Tenant Call Peaks.
	
	    • Component Call Arrivals (RM, MCP, CCP, PSTNC, CTIC, ASR, TTS).
	
	    • Component Call Peaks (RM, MCP, CCP, PSTNC, CTIC, ASR, TTS).

	• Call Dashboard, SSG Dashboard, Fetch Dashboard, PSTNC, CTIC Dashboard. • Generating Service Quality Reports: CallFailures, Call Summary, Latency Details, Latency Dashboard.

Report Types

A plugin for Genesys Administrator Extension (GAX) provides access to reports on GVP activities.

Table: VP Reporting Plugin for GAX Report Types

Service Quality Report	Generating Service Quality Reports: CallFailures, Call Summary, Latency Details.
Call Detail Record Browsing	Query and inspect records for calls processed by different GVP components. Real-time reporting and historical reporting supported.
Dashboard	Monitor in-progress calls, from the perspective of IVR Profiles or GVP components, in real time.
Operational Reporting	Generate reports on the rate of call arrivals or peak call volume, by IVR Profile or by GVP component.
Voice Application Reporting	Generate reports on the logical success and failure rates for calls and IVR Actions in a given IVR Profile.

> **Tip**
>
> VAR reporting data is available only for applications that leverage the VAR <log> interfaces Call Result, Action Start, Action End, and Custom Name/Value Pair.

Installing the VP Reporting Plugin for GAX

> **Important**
>
> VP Reporting Plugin for GAX does not support Basic HTTP authentication with Reporting Server yet.

Procedure: Installing the VP Reporting Plugin for GAX from an

Executable

- This installation enables Genesys Administrator Extension (GAX) to generate reports of GVP activities.

- The VP Reporting Plugin is an add-on component to an existing GAX installation. It is enabled automatically when the plugin files are installed into existing GAX directories.

- The VP Reporting Plugin for GAX supports, and is supported by, Reporting Sever 8.1.6 or later. It will not work with earlier versions.

1. Verify that the target GAX installation is version 8.1.3 MR1, or later.

2. Be prepared for these information requests and choices:

    - You will need the full path to your Tomcat installation.

    - You will either confirm the default installation directory, or enter a new one.

    - If the target installation directory is populated, you will choose an action:

    - Back up all files in the directory.

    - Overwrite only the files contained in this package.

    - Wipe the directory clean.

3. Stop Tomcat on the host running GAX.

4. Run the installation executable.

    - For Windows, this file is `<IP plugin directory>/setup.exe`.

    - For Linux, this file is `<IP plugin directory>/install.sh`.

5. Perform the installation steps, using the information that you gathered for the prerequisites.

6. Start Tomcat on the host running GAX.

- To use the plugin, open GAX and click **Voice Platform Reporting** from the Reports menu. See the procedure Generating a Report Using GAX in the GVP 8.5 User's Guide.

- See the plugin's online help to read about generating and understanding reports, and for help with selecting filters—an important aspect of generating a report).

Procedure: Installing the VP Reporting Plugin for GAX from Inside GAX

- This installation enables Genesys Administrator Extension (GAX) to generate report of GVP activities.

- The VP Reporting Plugin for GAX is an add-on component to an existing GAX installation. It will be enabled automatically when the plugin files are installed into existing GAX directories.

- The VP Reporting Plugin for GAX supports, and is supported by, Reporting Sever 8.1.6 or later. It will not work with earlier versions.

1. Be prepared to enter the directory path to an installation directory, or to a zipped file.

2. Verify that the destination GAX installtion is version 8.1.3 MR1 or later.

3. Select **Installation Packages** from the Configuration menu.

4. Click the plus icon (+) at the upper right of the Installation Packages window. The Software Installation Wizard dialog appears to the right of the current window, offering these **Import Type Selection** choices as radio buttons:

    - Installation Package Upload (includes templates)

    - Installation Package Upload (template uploaded separately)

    - UNC Path to Mounted CD or Directory

    - UNC Path to an Existing Administrator Repository

    - UNC Path to Zipped IPs from Support

5. Select the radio button that matches your installation source and click the **Next** button.

6. The next dialog will request input that corresponds to your choice in the previous step:

    - **Installation Package Upload (includes templates)** requires you to choose a zipped IP file.

    - **Installation Package Upload (template uploaded separately)** requires you to choose a zipped IP file, an XML template or an APD template.

    - Each of the three choices that begin with **UNC Path** requires a directory path that you may type or paste into the entry field.

    You may see a request to correct an error; type or paste your correction. When GAX is ready to install, the **Finish** button will be enabled.

7. Click the **Finish** button and wait for the upload to complete. When you see the message, Import has started. You may now close this wizard, you can close the Software Installation Wizard dialog by clicking the **Close** button at the bottom right or the **X** icon at the top right. The Reporting Plugin is ready to install.

8. Select the item that you imported from the Installation Packages window. A dialog with that title (in this case: VP Reporting Plugin for GAX) appears to the right.

9. The VP Reporting Plugin for GAX dialog offers these actions:

    - **Download** Downloads the installation package to your computer.

    - **Delete** Erases the IP.

    - **Copy to Tenants** Copies the IP to the tenant(s) that you specify. You'll select a tenant and click Finish.

    - **Deploy Profile: install** Displays the IP Deployment Wizard start dialog. All following steps in this procedure are the result of this choice.

10. Click **Next** to display a list of host computers for possible installation.

11. Select one or more hosts for installation using the check box to the left of each host name, and click **Next**.

12. At the Application Parameters dialog, complete these fields:

    - Application name for host

    - Tenant Name

    - App port

    - Primary Configuration Server

    - Backup Configuration Server

- Skip IP Re-install

13. Click **Next** when you have completed all mandatory fields (marked with a red *.)
    For tool tip help, click the Information (i) icon to the right of each field title.

14. At the `Silent.ini` Parameters dialog, complete the **IPCommon : InstallPath** field. The default answer offered is `C:\genesys\GCTI\`.

15. At the Deployment dialog, verify that the answers you gave are all correct. If they are correct, click **Finish** and wait for the installation to complete.

Privileges: GVP Reporting Plugin for GAX

Unrestricted use of the plugin requires the privileges listed in below. You may need to request them from your system administrator.

Table: VP Reporting Plugin for GAX Privileges

Privilege Name	Label	Purpose
GVP_RPT_SITES	GVP Sites Report Access	Access GVP sites.
GVP_RPT_CALL_BROWSER	Call Browser Report Access	Access and generate GVP Call Browser reports.
GVP_RPT_DASHBOARD	Dashboard Report Access	Access and generate GVP Dashboard reports.
GVP_RPT_OPERATIONAL_REPORT	Operational Report Access	Access and generate GVP Operational reports.
GVP_RPT_SQ_REPORT	Service Quality (SQ) Report Access	Access and generate GVP Service Quality (SQ) reports.
GVP_RPT_VAR_REPORT	Voice Application Reporter (VAR) Report Access	Access and generate GVP Voice Application Reporter (VAR) reports.