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iWD Data Mart Reference Guide

Composition of IWD Statistics and Aggregates

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Each statistic is represented by a transformation script in the `aggregate_stats\stats` subfolder of the iWD ETL package. Each aggregate is represented by a transformation script in the `plugins` subfolder. Either script can define more than one statistic. As deployed during installation, the `aggregate_stats\stats` subfolder contains the following six sample scripts that define respectively six statistics:

- `department_activeheld.ktr`
- `department_newcompleted.ktr`
- `department_pendingoverdue.ktr`
- `process_activeheld.ktr`
- `process_pendingoverdue.ktr`
- `solution_newcompleted.ktr`

Also, the `\plugins` directory provides a `plugins.properties` file and five aggregate subfolders that correspond respectively to the five **iWD aggregates**:

- `\agent`
- `\capt`
- `\classif`
- `\queue`
- `\age`

Each subfolder contains a plug-in script that includes the name of the aggregate: `task_<agg>_fact` (for example, `task_queue_fact`). You can add new statistics and have iWD aggregate them by creating additional scripts and identifying them to iWD.

Customizing Statistics

The recommended approach for creating custom statistics is the following:

1. Copy an existing sample transformation script from the `aggregate_stats\stats` subdirectory. Name this script appropriately.
2. Modify the script as appropriate using Kettle ETL Designer.

Important

Genesys does not provide Kettle ETL Designer directly. You can download the tool and instructions on how to use it from the Internet by using the following URL: [http://sourceforge.net/projects/pentaho/files/Data Integration/2.5.2-stable/Kettle-2.5.2.zip/download](http://sourceforge.net/projects/pentaho/files/Data%20Integration/2.5.2-stable/Kettle-2.5.2.zip/download)

3. Enable the new statistic by adding it to the `aggregate_stats\stats.properties` file.

Customizing Aggregates

The recommended approach for creating custom aggregates is the following:

1. Create a new subdirectory in the `\plugins` directory that is copied from an existing aggregate. Name this subdirectory appropriately.
2. Modify the aggregate transformations as appropriate using Kettle ETL Designer.
3. Modify the aggregate data structures as appropriate using SQL scripts.
4. Enable the new aggregate by adding it to the `plugins\plugins.properties` file.