Reporting and Analytics Aggregates

agg-feature Section

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agg-feature Section

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Use the aggregate-feature section of a Genesys Info Mart application to enable aggregation of special features. This section must be named **[agg-feature]**.

disable-names-check

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.010

Instructs RAA to disable the checking of object names for compatibility with Oracle 12.1 object name limitations. Remove this option from this section to have RAA check during startup to ensure that the names of new aggregates, metrics, and attributes are compatible with restrictions on object name length in Oracle 12.1.

Note that disabling this check can cause RAA to run in an Oracle 12.1 environment where object names exceed the maximum limit imposed by the RDBMS, which can cause RAA to stop unexpectedly.

Previously, this option was incorrectly described in this document as *disable-name-check*.

enable-available-features

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section

issues the described instructions to RAA.
Changes Take Effect: After restart
Introduced: 8.5.011

Enables all available features in the [agg-feature] section, with the exception of **enable-gpr-fcr**, which is enabled by this option only in release 8.5.011.02.

enable-bgs

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.003

Instructs RAA to enable the Bot Gateway Server (BGS) table: AGT_BGS_SESSION. To have RAA exclude BGS data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-callback

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.405.02

Instructs RAA to aggregate the AGT_CALLBACK table.

To have RAA exclude callback interactions, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-chat

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.003
Modified: 8.5.011.02, 8.5.011.04

Instructs RAA to enable the AGT_CHAT_STATS table. To have RAA exclude chat data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this

option is automatically enabled, and you do not need to enable it explicitly.

This option was introduced in RAA release 8.5.003.00 and was supported only on deployments with Genesys Info Mart 8.5.014.24 or later. Beginning with RAA release 8.5.011.04, this option is supported on deployments with Genesys Info Mart release 8.5.011.14 and later.

enable-chat-thread

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.009

Instructs RAA to enable the AGT_CHAT_THREAD table (AGT_CHAT_THREAD_STATS in release 9.0.011 and earlier). To have RAA exclude chat thread data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-cobrowse

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process.
Introduced: 8.5.006

Instructs RAA to enable the Co-browse table (AGT_COBROWSE_AGENT). To have RAA exclude Co-browse data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-gpr

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process.
Introduced: 8.5.002.00

Enables Genesys Predictive Routing (GPR) - related columns in four aggregate tables (AG2_ID, AG2_I_AGENT, AG2_QUEUE, and AG2_QUEUE_GRP).

To have RAA exclude Predictive Reporting data from these tables, remove this option from this section. The columns are not presented if feature is not enabled.

The GPR columns are as follows:

AG2_ID GPM_PREDICTOR_KEY GPM_MODEL_KEY GPM_RESULT_KEY GPM_AGENT_SCORE GPM_ACTIVE GPM_ERROR GPM_WAIT_TIME

AG2_I_AGENT GPM_PREDICTOR_KEY GPM_MODEL_KEY GPM_RESULT_KEY GPM_AGENT_SCORE GPM_ACTIVE GPM_ERROR

AG2_QUEUE GPM_PREDICTOR_KEY GPM_MODEL_KEY GPM_RESULT_KEY GPM_AGENT_SCORE GPM_ACTIVE GPM_ERROR

AG2_QUEUE_GRP GPM_PREDICTOR_KEY GPM_MODEL_KEY GPM_RESULT_KEY GPM_AGENT_SCORE GPM_ACTIVE GPM_ERROR

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-gpr-fcr

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process.
Introduced: 8.5.002.00
Modified: 8.5.011.03

Enables the aggregate table ID_FCR (AG2_ID_FCR), which provides aggregate information to support reporting on Genesys Predictive Routing (GPR).

To have RAA exclude Predictive Reporting data, remove this option from this section. The table is not presented if feature is not enabled.

The AG2_ID_FCR table contains the following columns:

SELECT DATE_TIME_KEY, INTERACTION_DESCRIPTOR_KEY, TENANT_KEY, MEDIA_TYPE_KEY, INTERACTION_TYPE_KEY, USER_DATA_KEY1, USER_DATA_KEY2, GPM_PREDICTOR_KEY, GPM_MODEL_KEY, GPM_RESULT_KEY, ACCEPTED, ACCEPTED_FCR, ACCEPTED_CUSTID FROM AG2_ID_FCR_DAY;

In RAA release 8.5.011.03 and later deployments, you must explicitly enable this option even if the **enable-available-features** option is set. (In RAA release 8.5.011.02, when the **enable-available-features** option was introduced, enable-gpr-fcr was automatically enabled if you set **enable-available-features**.)

enable-media-neutral

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process.
Introduced: 8.5.008

Enables the aggregate table I_MN_SESS_STATE, which provides aggregate information to support

reporting on agent states irrespective of media channel.

To have RAA exclude media-neutral data, remove this option from this section. The table is not presented if feature is not enabled.

The I_MN_SESS_STATE table contains the following columns: DATE_TIME_KEY, GROUP_COMBINATION_KEY, RESOURCE_KEY, TENANT_KEY, ACTIVE_TIME, READY_TIME, NOT_READY_TIME, BUSY_TIME, WRAP_TIME, READY, NOT_READY, BUSY, WRAP

The media-neutral aggregate table in RAA is based on the Genesys Info Mart table SM_MEDIA_NEUTRAL_STATE_FACT. Genesys Info Mart 8.5.013 or later is required to support this feature. You must also enable population of the Genesys Info Mart SM_MEDIA_NEUTRAL_STATE_FACT table by setting the populate-media-neutral-sm-facts option to **true**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-media-neutral

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process.
Introduced: 8.5.008

Enables the aggregate table I_MN_SESS_STATE, which provides aggregate information to support reporting on agent states irrespective of media channel.

To have RAA exclude media-neutral data, remove this option from this section. The table is not presented if feature is not enabled.

The I_MN_SESS_STATE table contains the following columns: DATE_TIME_KEY, GROUP_COMBINATION_KEY, RESOURCE_KEY, TENANT_KEY, ACTIVE_TIME, READY_TIME, NOT_READY_TIME, BUSY_TIME, WRAP_TIME, READY, NOT_READY, BUSY, WRAP

The media-neutral aggregate table in RAA is based on the Genesys Info Mart table SM_MEDIA_NEUTRAL_STATE_FACT. Genesys Info Mart 8.5.013 or later is required to support this feature. You must also enable population of the Genesys Info Mart SM_MEDIA_NEUTRAL_STATE_FACT table by setting the populate-media-neutral-sm-facts option to **true**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-opt-kit

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 9.0.001.10

Activate this option to enable Oracle hints for aggregation SQL queries. Enabling these hints can be helpful if, for example, you observe a regression of RAA performance on your Oracle database after upgrade. Oracle hints were always enabled in releases 9.0.001.07 and earlier.

enable-sdr

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.001.30

Instructs RAA to enable SDR aggregate tables: SDR_ACTIVITY, SDR_SESS_MILESTONE, SDR_SESSION and SDR_SESS_BLOCK . To have RAA exclude SDR aggregate data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

enable-sdr-bot

Default Value: No default value
Valid Values: None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 9.0.001.03

Instructs RAA to enable the AGT_SDR_BOT table. To have RAA exclude bot data, remove this option from this section.

This option was introduced in RAA release 9.0.001.03, and is supported only on deployments with Genesys Info Mart 8.5.015.15 or later.

enable-sdr-survey

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.001.48

Instructs RAA to enable SDR Survey tables: SDR_SURVEY_ANS, SDR_SURVEY. To have RAA exclude SDR Survey data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

eServicesSM

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect:

Instructs RAA to map IRF_USER_DATA_KEYS.GEN_ES_KEY to USER_DATA_KEY1 in the H_ID, H_AGENT, H_AGENT_GRP, and H_AGENT_QUEUE hierarchies, and populate aggregated data for social-media measures in some of the aforementioned hierarchies.

Causes RAA to populate aggregated data for the following social-media measures:

- INFLUENCE

- INFLUENCE_ENTERED

- INFLUENCE_OFFERED

- ACTIONABILITY

- ACTIONABILITY_ENTERED

- ACTIONABILITY_OFFERED

- SENTIMENT

- SENTIMENT_ENTERED

- SENTIMENT_OFFERED

Refer to the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS for descriptions of these database fields. To stop population of the aforementioned fields, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

excludeConsult

Default Value: none (include consult interactions)
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.101.07

Instructs RAA to exclude consult interactions in ACC and ABN queue aggregates, and count only customer calls (thus mimicking release 8.1.1 behavior).

To have RAA include consult interactions, remove this option from this section.

materialize-subhour-in-db

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.1.400.23

Instructs RAA to materialize RAA subhour views as tables.

Remove this option from this section to have RAA replace the SUBHR table with a view (for disposition-based hierarchies only).

ms-sql-std-edition

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: Upon restart of the aggregation process

Instructs RAA to enable support for MS SQL Server Standard Edition. Note that support for MS SQL Server Standard Edition is enabled automatically in most release 8.5 deployment scenarios, so this option is not needed in most deployments.

no-queue-user-data

Default Value: No default value

Valid Values: Either:

- WORKBIN_KEY—if the deployment includes preexisting customization with USER_DATA_KEY1, USER_DATA_KEY2, and INTERACTION_DESCRIPTOR_KEY columns.
- INTERACTION_DESCRIPTOR_KEY—if the deployment includes preexisting customization only with USER_DATA_KEY1, and USER_DATA_KEY2 columns.

Changes Take Effect: After restart of the aggregation process.

Instructs RAA to ignore prexisting customizations and use out-of-box definitions.

Remove this option from this section to have RAA disable out-of-box user-data support when preexisting user-data is present.

partitioned-gim

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.
Changes Take Effect: After restart of the aggregation process
Introduced: 8.5.000.02

Instructs RAA to apply the partition kit.

Remove this option from this section to disable the partition kit.
In releases that support this option, `partition-kit.ss` files are no longer needed. This option replaces the functionality formerly provided through `partition-kit.ss` files.

Note that support for partitioned environments is enabled automatically in most release 8.5 deployment scenarios, so this option is not needed in most deployments.

post-call-survey

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA
Changes Take Effect: After restart

Instructs RAA to enable the post-call-survey columns in the AGENT, AGENT_GRP, AGENT_QUEUE, and ID tables. To disable these columns, remove this option from the section.

RAA can populate these columns only after you run the optional Genesys Info Mart script **make_gim_post_call_survey.sql**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

user-data-gen-dim

Default Value: No default value
Valid Values: none. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.
Changes Take Effect: After restart
Introduced: 8.5.011

When enabled, this feature adds the USER_DATA_GEN_KEY1 and USER_DATA_GEN_KEY2 dimensions to the following aggregate tables: ID, AGENT, AGENT-CAMPAIGN, AGENT_GRP, QUEUE, QUEUE_GRP, AGENT_QUEUE, QUEUE_ABN, QUEUE_ACC, and CAMPAIGN. The aggregate tables take values from USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2 of the IRF_USER_DATA_KEYS table.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.