GENESYS™

Genesys Engage cloud Reporting Guide

Genesys Info Mart Database

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Genesys Info Mart Database

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Genesys Info Mart data resides in the Genesys Info Mart database schema. A separate Tenant User database schema can be added for each tenant as required. This page describes how data is organized and how it can be accessed through views.

> ## Important
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> The term *voice interactions* refers to traditional telephony calls while the term *multimedia interactions* refers to interactions that are processed through Genesys eServices/Multimedia solution, including 3rd Party Media interactions.

Star Schemas

Genesys Info Mart uses multidimensional modeling to create a constellation of star schemas. These star schemas create a database for storing contact center data that can be retrieved by using SQL queries. Star schemas support queries that speed the retrieval of the stored data.

Fact and Dimension Tables

The types of tables that make up the Genesys Info Mart star schemas are fact tables and dimension tables. Fact tables are the large tables in the middle of a star schema. They represent business measures, such as how long customers wait in a queue, how long and how often agents put customers on hold, or how long agents talk to customers. Fact tables are surrounded by a set of slowly-changing dimension tables. Fact tables represent a many-to-many relationship between dimensions; that is, there are many facts in a single fact table, and these facts are related to many dimensions in various dimension tables. Fact tables reference dimensions by using surrogate key columns. Dimension tables describe the attributes that are common to many facts in the associated fact tables. For example, dimensions that are related to interactions might include the date and time at which each interaction started, the required skills for the various service types that are requested by customers, and the value of various customers to the business.

Views

Genesys Info Mart supplies read-only views for both single-tenant and multi-tenant deployments. Dimension views provide read-only access to certain configuration details. Tenant-specific views can be created by using a Genesys-provided script to give each tenant access to only its own data and

prevent users from accidentally changing the contents of the underlying database.

Indexes

Genesys Info Mart supplies out-of-box indexes to facilitate purging and transformation of data. The number of indexes would be smaller in a partitioned database where purging is based on partitions.