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Reporting and Analytics Aggregates Deployment Guide

Reporting and Analytics Aggregates 8.5 Deployment Guide

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Welcome to the *Reporting and Analytics Aggregates Deployment Guide*. This document introduces you to the configuration and installation procedures that are relevant to deployment of the Genesys Info Mart Aggregation Layer. This guide is valid only for the 8.5.x releases of Reporting and Analytics Aggregates (RAA).

About Reporting and Analytics Aggregates

RAA 8.5 provides the mechanism for creating, maintaining, and populating a subset of tables and views in a Genesys Info Mart 8.5 database that provide aggregated data of contact center operations for reporting and analytical purposes. This aggregation layer is both an optional component of Genesys Info Mart 8.5 and a necessary and transparent component of Genesys Customer Experience Insights (GCXI) 9.0.

Reporting and Analytics Aggregates Product Alert

Reporting and Analytics Aggregates (RAA) 8.5 is an optional add-on to Genesys Info Mart 8.5 and a mandatory component of Genesys CX Insights (GCXI) and the now-deprecated Genesys Interactive Insights (GI2). A compatible release of Genesys Info Mart must be installed and operational prior to RAA installation. The following software releases interoperate correctly:

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
8.5.011.05	8.5.014.34 (recommended) <ul style="list-style-type: none">• 8.5.011.18 (minimum)• 8.5.014.19+ enable-gpr/ user-data-gen-dim• 8.5.014.04+ enable-chat-thread• 8.5.013.05+ enable-media-neutral	1.7	Not supported	9.0.015.01
8.5.011.04	8.5.014.34 (recommended)	1.7	Not supported	9.0.015.01

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
	<ul style="list-style-type: none"> 8.5.011.18 (minimum) 8.5.014.19+ enable-gpr/ user-data-gen-dim 8.5.014.04+ enable-chat-thread 8.5.013.05+ enable-media-neutral 			
8.5.011.03	8.5.011.18 (minimum), 8.5.014.34 (recommended) <ul style="list-style-type: none"> 8.5.014.24+ enable-chat 8.5.014.19+ enable-gpr/ user-data-gen-dim 8.5.014.04+ enable-chat-thread 8.5.013.05+ enable-media-neutral 	1.7	Not supported	9.0.014.02
8.5.011.02	8.5.011.18 (minimum), 8.5.014.26* (recommended) <ul style="list-style-type: none"> 8.5.013.06 for enable-media-neutral 8.5.014.04 for enable-chat-thread 8.5.014.19 for enable-gpr feature 8.5.014.19 	1.7	Not supported	9.0.013.01

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
	user-data-gen-dim			
*Beginning with release 8.5.011.02, you can view information about the RAA release, and compatible Genesys Info Mart releases, by entering the following command at the command console: <code>java -jar GIMAgg.jar -version</code>				
8.5.010.01	8.5.011.18 (8.5.014.09 for Chat Thread reporting, 8.5.014.19 Genesys Predictive Routing reporting)	1.7	Not supported	9.0.012.01
8.5.009.04	8.5.011.18 (8.5.014.09 for Chat Thread reporting)	1.7	Not supported	9.0.010.05
8.5.008.00	8.5.011.15 (8.5.013 for Media Neutral reporting)	1.7	Not supported	9.0.010.04
8.5.007.00	8.5.011.15 (8.5.011.18 for Co-browse)	1.7	Not supported	9.0.009.00
8.5.006.00	8.5.011.15	1.7	Not supported	9.0.008.00
8.5.005.03	8.5.010.16 (for information about asynchronous chat support, talk to your Genesys representative)	1.7	Not supported	9.0.007.03
8.5.003.00	8.5.011.04	1.7	8.5.001.02 (BI 4.2)	
8.5.002.00	8.5.009.14	1.7	8.5.001.02 (BI 4.2)	
8.5.001.48	8.5.008.29	1.7	8.5.000.05	
8.5.001.45	8.5.007.14	1.7	8.5.000.05	
8.5.001.45	8.5.007.14	1.7	8.1.106.18	
8.5.001.30	8.5.005.18	1.7	8.5.000.03	
8.5.001.30	8.5.005.18	1.7	8.1.106.15	
8.5.001.25	8.5.005.18	1.7	8.5.000.03	
8.5.001.25	8.5.005.18	1.7	8.1.106.15	
8.5.001.23	8.5.005.18	1.7	8.5.000.02	
8.5.001.23	8.5.005.18	1.7	8.1.106.12	
8.5.000.03	8.5.003.12	1.7	8.5.000.02	
8.5.000.03	8.5.003.12	1.7	8.1.106.12	

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
8.5.000.02	8.5.003.12	1.7	8.5.000.02	
8.5.000.02	8.5.003.12	1.7	8.1.106.10	

- RAA 8.5 supports GI2 8.5 releases, as well as specific releases of GI2 8.1.1, but does not support intervening GI2 releases, such as 8.1.4. (For information about RAA support for GI2 8.1.4, see the [RAA 8.1 Product Release Advisory](#)).
- In PostgreSQL deployments, Reporting and Analytics Aggregates (RAA) requires that the Info Mart schema name must either be public or be the same as the User ID.
- Beginning with RAA release 8.5.001.48, RAA adds support for the following environment:
 - PostgreSQL v9.6 database
- Beginning with RAA release 8.5.001.45, the RAA installation package now includes the following driver versions:
 - Microsoft SQL Server 6.0.8112.100 JDBC driver
 - Oracle 12.1.0.1 JDBC driver
 - PostgreSQL 9.4.1212 JDBC driver
- Beginning with RAA release 8.5.001.23, Microsoft SQL deployments of RAA require Microsoft SQL Server 2008 R2 or later.
- If—at the recommendation of Genesys personnel—you upgrade your JDBC driver to a version other than that which is deployed by RAA 8.5, then in addition to copying this driver to the location specified by Genesys Info Mart 8.5 and/or updating any environment variables that point to it, you must also place it in the **\agg\lib** subdirectory for RAA's use and overwrite the existing driver that is in this location. The file name of the JDBC driver must be as follows:
 - **ojdbc6-11.2.0.3.jar**, for Oracle
 - **sqljdbc4-3.0.jar**, for Microsoft SQL Server
 - **postgresql-9.3-1101.jdbc41.jar**, for PostgreSQL
- The following RAA metrics are no longer populated by default:
 - AG2_ID_*.ACCEPTED_THREAD
 - AG2_AGENT_*.ACCEPTED_THREAD
 - AG2_AGENT_GRP_*.ACCEPTED_THREAD

To populate these metrics, you must enable the Genesys Info Mart config option, **`gim-etl-populate`**~~**`populate-thread-facts`**~~, which is disabled by default. In some earlier Genesys Info Mart releases, these metrics were automatically populated.

[Link to 8.1 Product Release Advisory](#)