Reporting and Analytics Aggregates User's Guide

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Welcome to the *Reporting and Analytics Aggregates User's Guide*. This document introduces you to Reporting and Analytics Aggregates (RAA), which is the aggregation layer of Genesys Info Mart—how it functions, how to invoke and stop it, how to configure custom user data, and how to troubleshoot it. This guide is valid only for the 9.0.x releases of RAA.

About Reporting and Analytics Aggregates

RAA 9.0 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 the Genesys Info Mart 8.5 product and a necessary and transparent component of Genesys Customer Experience Insights (GCXI) 9.0.