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Reporting and Analytics Aggregates Physical Data Model for an Oracle Database

New In This Release

12/17/2025

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New In This Release

This section describes the changes that have been incorporated within this guide since the 9.0.0 release of RAA.

RAA 8.5.011

- The following new columns are added to the CHAT_STATS aggregate: table: SESSIONS_PARKED, PARKING_DURATION, PARKING_DURATION_MAX, SESSIONS_PARKED_SHORT, SESSIONS_PARKED_LONG.
- Updates to the following tables:
 - Table-AGT_SDR_ACTIVITY_HOUR
 - Table-AGT_SDR_SURVEY_HOUR
 - Table-AGT_SDR_SURVEY_ANS_HOUR
 - Table-AGT_SDR_SESSION_HOUR
 - Table-AGT_SDR_SESS_BLOCK_HOUR
 - Table-AGT_SDR_SESS_MILESTONE_HOUR

RAA 8.5.010

- Renamed the table AGT_CHAT_THREAD_STATS_HOUR as Table-AGT_CHAT_THREAD_HOUR.
- Updated AGT_CHAT_AGENT_GRP_HOUR and AGT_CHAT_AGENT_HOUR

RAA 8.5.009

- Added anew table to support Chat Thread reporting: AGT_CHAT_THREAD_STATS_HOUR

RAA8.5.008

- Updated CHAT_AGENT..
- Updated CHAT_AGENT_GRP.
- Updated CHAT_STATS.
- Updated AGT_I_SESS_STATE_HOUR.

- Added new table: I_MN_SESS_STATE
- Updated the following tables to include AGR_SET_KEY: AGT_AGENT_HOUR, AGT_AGENT_GRP_HOUR, AGT_AGENT_QUEUE_HOUR, AGT_ID_HOUR

RAA 8.5.007

- Added new tables to support asynchronous chat (Async chat): AGT_CHAT_AGENT_GROUP_HOUR
- Added a new table to support Co-browse: AGT_COBROWSE_AGENT_HOUR
- Updated AGT_CALLBACK_HOUR

RAA 8.5.005

- Added new tables to support asynchronous chat (Async chat):
 - AGT_CHAT_AGENT_GRP_HOUR
 - AGT_CHAT_AGENT_HOUR
 - Updated Table AGT_CHAT_STATS_HOUR with new columns to support Async chat.
- Updated Table AGT_CALLBACK_HOUR to add a new column, FORCE_DIALED.

RAA 8.5.003

- Added new tables to support Chat and Genesys Chatbot, provided by Bot Gateway Server (BGS). This includes:
 - Table-AGT_CHAT_STATS_HOUR
 - Table-AGT_BGS_SESSION_HOUR

Genesys CX Insights 8.5.002

- Added new tables, and updated others, to support reporting on Genesys Predictive Routing. This includes:
 - Table-AGT_ID_FCR
 - Table-AGT_ID_HOUR
 - Table-AGT_I_AGENT_HOUR
 - Table-AGT_QUEUE_HOUR
 - Table-AGT_QUEUE_GRP_HOUR

Other Changes

For information about other changes since the initial release, refer to the *New in 9.0.0* and *9.0 Product Alerts* links on the [Genesys CX Insights](#) page.