GENESYS™

Reporting and Analytics Aggregates

8.5.001.30

5/7/2025

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Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/03/17	General		X	X	X	X

Contents

What's New

This release contains the following new features and enhancements:

- RAA now supports Designer IVR reports in Genesys CX Insights. A new option, **enable-sdr**, is added in the **agg-feature** section of the Genesys Info Mart application. The new option enables creation and population of the following IVR-related aggregation views (and underlying tables):
  - AG2_SDR_SESSION_*
  - AG2_SDR_SESS_MILESTONE_*
  - AG2_SDR_SESS_BLOCK_*

  Changes you make to **enable-sdr** option setting take effect only after you restart Genesys Info Mart. AG2_SDR_* aggregates do not support tenant/timezone views in this release.

Helpful Links

Releases Info

- List of 8.5.x Releases
- 8.5.x Known Issues

Deployment Procedure

8.5.0 Deployment Procedure

Product Documentation

Reporting and Analytics Aggregates

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List of Release Notes

Resolved Issues

This release contains the following resolved issues:

AG2_CALLBACK tables and views are now supported in tenant and timezone views. Previously, if you created tenant views, RAA did not create them for AG2_CALLBACK aggregate tables or views. (GII-6020)

Upgrade Notes

Refer to the Deployment Procedure for this release to deploy the installation package within your environment.