GENESYS™

Reporting and Analytics Aggregates

8.5.006.00

12/20/2025

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Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/18	General			X		X

Contents

What's New

This release contains the following new features and enhancements:

- RAA now enables you to specify a JDBC driver for each kind of database, instead of relying only on the default JDBC drivers, which are installed during RAA deployment in the `lib` folder, along with the JAR files. The supplied JDBC driver is suitable for most RAA deployments, but you can optionally provide another JDBC driver, for example to support a specific database server version.

    On startup, RAA attempts to load database-specific JDBC drivers from the following locations:

    - **lib/jdbc_driver_postgre**
    - **/genesys/gim/lib/jdbc_driver_postgre**
    - **lib/jdbc_driver_mssql**
    - **/genesys/gim/lib/jdbc_driver_mssq**
    - **lib/jdbc_driver_oracle**
    - **/genesys/gim/lib/jdbc_driver_oracle**

    If RAA does not find a driver for a given database type, it loads the default driver from the `lib` folder.

Helpful Links

Releases Info

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

Deployment Procedure

8.5.0 Deployment Procedure

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Resolved Issues

This release contains the following resolved issues:

Reaggregation of data now completes successfully on PostgreSQL deployments in scenarios where RAA was upgraded from a release earlier than 8.5.001.23 and the structure of any AGT_* tables have been changed. (GII-6457)

RAA now correctly reports values in the Focus Time field for Async Chat sessions that persist for more than two hours. Previously in such scenarios, Focus Time included only the focus time intervals during first two hours after the client initiated a chat session. (GII-6453)

RAA now populates correct values for the FIRST_TOUCH_RESOLUTION field in the AGT_CHAT_STATS aggregate table, in scenarios where a chat session is not accepted. RAA no longer populates the FOCUS_TIME field in the AGT_CHAT_AGENT* aggregate tables for non customer-related sessions, such

as consultations. (GII-6440)

Upgrade Notes

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