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## Reporting and Analytics Aggregates

8.5.008.00

12/21/2025

8.5.008.00

## Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/12/19	General			X		X

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## What's New

This release contains the following new features and enhancements:

- **Media-neutral reporting** — Support is added for reporting on agent states without regard to media channel:
  - A new aggregate table, AGT\_I\_MN\_SESS\_STATE, is similar to the AGT\_I\_SESS\_STATE table, but relies on SM\_MEDIA\_NEUTRAL\_STATE\_FACT, where AGT\_I\_SESS\_STATE relies on SM\_STATE\_FACT. The AGT\_I\_MN\_SESS\_STATE aggregate hierarchy requires an appropriate Genesys Info Mart release that includes END\_DATE\_TIME\_KEY and RESOURCE\_GROUP\_COMBINATION\_KEY columns in the Info Mart SM\_MEDIA\_NEUTRAL\_STATE\_FACT table.
  - A new configuration option, enable-media-neutral in the **[agg-feature]** section, enables the new AGT\_I\_MN\_SESS\_STATE aggregate hierarchy. (GII-6537)
- **Focus time support** — To enhance reporting in scenarios where multiple interactions can be active on an agent desktop, but only one interaction has the agent's focus at any moment, two metrics (based on IRF.FOCUS\_TIME\_COUNT and IRF.FOCUS\_TIME\_DURATION) are added to the following aggregate tables:
  - ID
  - AGENT
  - AGENT\_QUEUE
  - AGENT\_GROUP(GII-6538)
- **Chat reporting enhancements** — New metrics are added to the aggregate tables CHAT\_AGENT\_\* and CHAT\_STATS\_\* to support enhancements to Chat reporting. (GII-6535)

## 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](#)

### Genesys Products

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## Resolved Issues

This release contains the following resolved issues:

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Aggregation performance is enhanced for databases with partitioned tables. RAA no longer uses **partition-kit\*.ss** for partitioning. If you are upgrading from an earlier RAA release, identify any partition enhancements you have made to the standard partitioned tables in the aggregate queries,

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and copy them into the **patch-agg.ss** only for the partitioned tables which are joined to the query during the customization. (GII-6360)

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## Upgrade Notes

Refer to the [Deployment Procedure](#) for this release to deploy the installation package within your environment.