Reporting and Analytics Aggregates

8.5.010.01

5/7/2025

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Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/31/19	General			X		X

Contents

What's New

This release contains the following new features and enhancements:

- **Support for Interactions Acceptance Report** — Support is added to track agent accept time, and to track whether the accept time exceeds a configured duration threshold value, as follows:

  - Four new metrics in the CHAT_AGENT and CHAT_AGENT_GRP aggregate tables.

  - A new configuration section, **[agg-gim-thld-CHAT-ACC]**, allows you to configure a duration threshold value (<media> and default). (GCXI-2022)

- **Enhanced compatability checks** — When starting, RAA now checks the names of new aggregates, metrics, and attributes to ensure they are compatible with restrictions on object name length in Oracle 12.1. If object names are too long to interoperate with Oracle 12.1, RAA now stops, and logs an error.
  To disable this check, enable the option disable-names-check in the **[agg-feature]** section. Note that running RAA in an Oracle 12.1 environment where object names exceed the maximum limit imposed by the RDBMS can cause RAA to stop unexpectedly. (GCXI-1981)

- **Enhanced aggregation monitoring and diagnosis** — RAA now provides a **healthCheck** utility, which you can use to check the state of aggregation. See the *Reporting and Analytics Aggregates User's Guide* for more information. (GCXI-1907)

- Support for Windows Server 2016 operating system. See the Genesys Info Mart page in the Genesys Supported Operating Environment Reference Guide for more detailed information and a list of all supported operating systems. (GCXI-2013)

Helpful Links

Releases Info

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

Product Documentation

Reporting and Analytics Aggregates

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Resolved Issues

This release contains the following resolved issues:

The ACCEPTED_FCR metric in the ID_FCR aggregate table is now populated with correct values. Previously in some scenarios, RAA recorded values greater than actual. To resolve this problem in earlier RAA releases, contact Customer Care. (GCXI-2089)

RAA now stores correct values for GPR metrics in the QUEUE and QUEUE_GRP aggregates. Previously, in some scenarios where there was a delay added to the value of the ADDED_TS column of the GPM_FACT table, incorrect values were calculated for the GPR metrics. (GCXI-2088)

Performance of the ID_FCR aggregate is enhanced on deployments with partitioned databases. Previously, the ID_FCR aggregate sometimes worked slowly on partitioned databases. To resolve this problem in earlier RAA releases, contact Customer Care. (GCXI-2026)

Performance of the ID aggregate is enhanced on deployments with partitioned databases. Previously, the ID aggregate sometimes worked slowly on partitioned databases. To resolve this problem in earlier RAA releases, contact Customer Care. (GCXI-1980)

On PostgreSQL deployments, RAA now more elegantly handles shutdown of temporary JDBC connections. Previously in some scenarios, connections were closed after logging was complete, causing unnecessary process output. (GCXI-1909)

Upgrade Notes

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