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Reporting and Analytics Aggregates

Release Notes 8.5.x

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Reporting and Analytics Aggregates 8.5.x Release Note

This Release Note applies to all 8.5.x releases of Reporting and Analytics Aggregates. Links in the [Available Releases](#) section enable you to access information regarding a specific release.

Important

For information about Reporting and Analytics Aggregates 9.0.x, see the [9.0 Release Note \(Cumulative\)](#).

Available Releases

[+] Note about release order

Releases are listed by version number rather than in date order. For this reason, a recent release may be listed after earlier releases, if the version number is lower. Except when otherwise noted in the information for a specific release, each release includes all of the features and corrections that were introduced for the applicable operating system at earlier dates, regardless of the version numbering.

Release 8.5.0:

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.011.05	08/18/20	Update			X		X
8.5.011.04	06/17/20	Update			X		X
8.5.011.03	03/25/20	General			X		X
8.5.011.02	12/18/19	General			X		X
8.5.010.01	10/31/19	General			X		X
8.5.009.04	06/26/19	General			X		X
8.5.008.00	04/12/19	General			X		X
8.5.007.00	12/21/18	General			X		X
8.5.006.01	11/13/18	Hot Fix			X		X
8.5.006.00	10/31/18	General			X		X

Release	Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
8.5.005.03	09/21/18	General			X		X
8.5.004.05	08/08/18	Update	Unavailable		X		X
8.5.003.00	05/18/18	General			X		X
8.5.002.00	12/27/17	General			X		X
8.5.001.48	10/13/17	General		X	X	X	X
8.5.001.45	06/07/17	General		X	X	X	X
8.5.001.30	03/03/17	General		X	X	X	X
8.5.001.25	12/30/16	Hot Fix		X	X	X	X
8.5.001.23	12/07/16	General		X	X	X	X
8.5.000.03	04/11/16	Hot Fix		X	X	X	X
8.5.000.02	02/25/16	General		X	X	X	X

The operating systems available for use with each component release are listed in the table at a high level only. For more detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations, see the [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#).

For information about 8.1.x releases of Reporting and Analytics Aggregates, see the [8.1 Release Note \(Cumulative\)](#).

Discontinued Support

[+] Note about discontinued items

This section documents features that are no longer supported in this software. This cumulative list is in release-number order with the most recently discontinued features at the top of the list. For more information on discontinued support for operating environments and databases, see [Discontinued Support](#) in the [Genesys Supported Operating Environment Reference Guide](#).

There are no discontinued items for this product.

Known Issues

You can find a cumulative list of the Known Issues and Recommendations for all 8.5.x releases of Reporting and Analytics Aggregates, including the issues that are specific to Localized (International) releases, at the following links:

- [Known Issues and Recommendations](#)

- [Internationalization Issues](#)

Related Resources

For additional information about Reporting and Analytics Aggregates, see the following documentation:

- The documentation related to this software is available from the [Reporting and Analytics Aggregates](#) product page.
- The [Reporting and Analytics Aggregates Deployment Guide](#) provides details about installing and configuring Reporting and Analytics Aggregates.
- The [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#) provides detailed information about the supported operating environments, including requirements, supported versions, and any conditions or limitations for eServices components.

Release Notes for other Genesys components are available [here](#).

Known Issues and Recommendations

Reporting and Analytics Aggregates

The Known Issues and Recommendations section is a cumulative list for all 8.5.x releases of Reporting and Analytics Aggregates. This section provides the latest information on known issues and recommendations associated with this product. It includes information on when individual items were found and, if applicable, corrected. The Resolved Issues section for each release describes the corrections and may list additional issues that were corrected without first being documented as Known Issues.

See also [Internationalization Issues](#).

The build year is stated incorrectly (2010) in log files and in the output of the -version command. The correct build year is 2020.

ID: GII-2832	Found In: 8.5.011.03	Fixed In: 8.5.011.04
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On RAA release 8.5.007 and 8.5.008 deployments that use Microsoft SQL, and where MicroStrategy Web uses Turkish or Azeri Latin, the database connection can fail with an ODBC error. To resolve this issue, upgrade to RAA release 8.5.009.04, or contact Genesys Customer Care.

ID: GII-6547	Found In: 8.5.007 and 8.5.008	Fixed In: 8.5.009.04
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On PostgreSQL deployments, reaggregation of data for a specified period can fail in scenarios where RAA has been upgraded from a release earlier than 8.5.001.23 to a release earlier than 8.5.006.00, and the structure of any AGT_* tables have been changed (for example, if a metric was added). This results in incorrect partition rules being created for old partitions, and the following error message can appear in the log following aggregation or reaggregation:

```
org.postgresql.util.PSQLException: ERROR: new row for relation ... violates check constraint
```

Beginning with RAA 8.5.006.00 and later, partition rules for the affected tables are automatically corrected. If you prefer not to upgrade to RAA 8.5.006.00 or later, contact Customer Care for help working around this issue.

ID: GII-6457	Found In: 8.5.001.23	Fixed In: 8.5.006.00
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On PostgreSQL deployments where there are several time zones configured in RAA, **readPending** operations take longer than expected.

ID: **GII-6429**Found In: **8.5.001.48**Fixed In: **8.5.005.03**

In release 8.5.005.03 and later, the **-updateAliases** runtime parameter supports GIM schemas that have a name different from the GIM user name (see [GII-6404](#)). However, if the GIM schema name differs from GIM user name, and the GIM schema is not either public (on PostgreSQL) or dbo (on MS SQL), you must complete the following steps:

1. Before running the -updateAliases tool, ensure that the default schema matches the GIM user in database:

- **PostgreSQL** — Use the following SQL statement to view the search path:

```
show search_path
```

The GIM schema is expected to be first in the search_path variable. If it is not, then execute the following SQL statement:

```
alter role <GIM user> set search_path = <GIM schema>, public;
```

- **MSSQL** — Use the following SQL statement to view the default schema:

```
SELECT SCHEMA_NAME()
```

The GIM schema is expected to be the default schema for the GIM user. If its not, then execute the following SQL statement:

```
ALTER USER <GIM user> WITH DEFAULT_SCHEMA = <GIM schema>;
```

2. Specify the GIM schema (gim-user-schema "<test_schema>") in the Tenant Alias File. For more information, see the [RAA User's Guide](#).

In releases earlier than 8.5.005.03, on PostgreSQL deployments, the -updateAliases runtime parameter fails in scenarios where Genesys Info Mart uses a database schema other than public, unless the schema name is the same as the Info Mart account name (database user). To work around this issue, complete the following steps:

1. Execute the following SQL statement under <gim-user> for each <tenant login> before the -updateAliases command:

```
grant usage on schema <gim schema> to <tenant1 login>;
```

2. Execute the following SQL statement under <gim-user> for each <tenant login> after the -updateAliases command:

```
revoke usage on schema <gim schema> from <tenant1 login>;
```

ID: **GII-6394 / GII-6404**Found In: **8.5.004.05**Fixed In: **8.5.005.03**

Hierarchies are not populated with data at the HOUR level or higher in scenarios where:

1. Hierarchies are disabled in the **[agg-populate-disable]** section.
2. The **materialize-subhour-in-db** option is activated.
3. The hierarchies are re-enabled in the **[agg-populate-disable]** section.

To work around this issue, complete the following steps:

1. Back up the Info Mart database.
2. Disable the affected hierarchies by adding them back to the **[agg-populate-disable]** section. (Wait a few minutes for the update to be processed.)
3. Remove **[materialize-subhour-in-db]**.
4. Restart Genesys Info Mart / RAA and wait until an aggregation cycle completed (typically 15-30 min).
5. Enable the affected hierarchies by clearing the **[agg-populate-disable]** section. (Wait a few minutes for the update to be processed.)
6. Add the **materialize-subhour-in-db** option.
7. Restart Genesys Info Mart / RAA and wait until an aggregation cycle completed (typically 15-30 min).
The hierarchies are now enabled, and will be populated with new data in HOUR+ levels.

ID: **GII-6349**Found In: **8.1.405.09**

Fixed In:

If you are deploying RAA with MS SQL Server Standard Edition, in certain scenarios you may encounter an error such as the following:

Agg Error - Cannot enable compression for object 'AG2_CALLBACK_HOUR'.
Only SQL Server Enterprise Edition supports compression

To work around this issue, set the option **ms-sql-std-edition** in the **[agg-feature]** section of the Genesys Info Mart application.

ID: **GII-6152**Found In: **8.1.405.07**

Fixed In:

RAA has a small memory leak, which becomes apparent when aggregation is performed many times over very long intervals. For example, in a two year period, expect the leak to total about 15 MB. This leak does not have a significant impact on performance.

ID: **GII-5989**Found In: **8.5**Fixed In: **8.5.001.23**

The Physical Data Model documentation for Reporting and Analytics Aggregates Reporting and Analytics Aggregates fails to list the RAA Indexes. The correct list is as follows:

- RESOURCE_.IDX_AGR_RESOURCE_NAME
- RESOURCE_.IDX_AGR_RESOURCE_AG_NAME
- RESOURCE_.IDX_RES_KEY_TYPE_CODE
- IXN_RESOURCE_STATE_FACT.IDX_IRSF_IRF
- IRF_USER_DATA_GEN_1.IDX_IRFUG_GSWCAG
- SM_RES_STATE_FACT.IDX_RSF_AGR_DB
- SM_RES_SESSION_FACT.IDX_RSSF_AGR_DB
- IXN_RESOURCE_STATE_FACT.IDX_IRSF_AGR_DB

- SM_RES_STATE_REASON_FACT.IDX_RSRF_AGR_DB
- INTERACTION_RESOURCE_FACT.IDX_IRF_AGR_DB
- SM_MEDIA_NEUTRAL_STATE_FACT.IDX_MNSF_AGR_DB (release 8.5.008 and later)

ID: **GII-5924**Found In: **8.x**

Fixed In:

On deployments with PostgreSQL or Oracle databases where multiple time zones are configured in Genesys Info Mart / RAA (causing HOUR and SUBHOUR levels in AGT_* tables to sometimes share data between time zones), a purge using the QUERY syntax may fail to purge some data from shared levels HOUR and SUBHOUR).

ID: **GII-5234**Found In: **8.1.405.09**

Fixed In:

During aggregation, RAA can generate an error similar to the following:
Zone delimiting time key NNN is absent in at least some date-time dimensions.

To work around this problem, avoid using **zoneOffset** Aggregation parameters with values greater than the range of keys populated in the DATE_TIME dimension. Typically, the **zoneOffset** value should be less than a week (that is, less than 604800).

ID: **GIM-4538**Found In: **8.1.102.02**

Fixed In:

In the RAA release 8.5.011.03, the build year is stated incorrectly (2010). This value appears in logs, and is displayed in the output of the -version command. The correct build year is 2020.

ID: **GCXI-2832**Found In: **8.5.011.03**

Fixed In:

In rare scenarios where it takes a long time for the healthCheck tool to run, the healthCheck tool reports a problem where none exists, and exits prematurely with the following message:

RAA 8.5.010.01 dispatching is stopped!

ID: **GCXI-2182**Found In: **8.5.010.01**Fixed In: **8.5.011.00**

The ACCEPTED_FCR metric in the ID_FCR aggregate table is sometimes populated with incorrect values that are greater than actual. To resolve this problem, contact Customer Care.

ID: **GCXI-2089**Found In: **8.5.009.04**Fixed In: **8.5.010.01**

RAA sometimes stores incorrect values for GPR metrics in the QUEUE and QUEUE_GRP aggregates, due to an incorrect value in the ADDED_TS column of the GPM_FACT table.

ID: **GCXI-2088**Found In: **8.5.009.04**Fixed In: **8.5.010.01**

In some scenarios, the ID_FCR aggregate works slowly on partitioned databases. To resolve this

problem, contact Customer Care.

ID: GCXI-2026	Found In: 8.5.008.00	Fixed In: 8.5.010.01
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In some scenarios, the ID aggregate works slowly on partitioned databases. To resolve this problem, contact Customer Care.

ID: GCXI-1980	Found In: 8.5.008.00	Fixed In: 8.5.010.01
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When upgrading RAA, be sure to use the set of files from the Installation Package (IP) to which you are upgrading. If you continue to use some of the files (partition-kit.ss or patch-agg-subhour.ss, for example) from a prior release, then you might encounter errors such as the following:

Argument 'false' to 'apply-to-args' has wrong type (java.lang.Boolean) (expected: procedure)

Important

In release 8.5, partition-kit.ss and patch-agg-subhour.ss are no longer included in the IP, and are no longer required in most deployments. See the *Reporting and Analytics Aggregates Deployment Procedure* for more information.

ID: ER# 319335618	Found In: 8.1.100.31	Fixed In:
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In some callflow scenarios involving the customer leaving the call during a transfer or conference initiation, due to a Genesys Info Mart limitation (noted in ER#s 287617711, 286023177, and 286022901), the following measures might not reflect the full duration of the consultations:

- All consult measures (CONSULT_* columns in the aggregates)
- All warm consult measures (*_WARM_* columns)
- All conference-initiated measures (CONFERENCE_INITIATED_* columns).

ID: ER# 299444482	Found In: 8.1.001.04	Fixed In:
--------------------------	-----------------------------	-----------

On Microsoft Windows platforms, you cannot install RAA 8.1 in plug-in mode over an existing version as it is documented. Rather, you must uninstall the previous RAA version in order to reinstall it or to install a new version.

ID: ER# 290013039	Found In: 8.1.000.12	Fixed In:
--------------------------	-----------------------------	-----------

By design, RAA uses the INTEGER data type on SQL Server platforms to store values for measures at the lower aggregation levels. This data type has a narrower range of values that can be written to INTEGER fields than other numeric data types. If, during the aggregation of data, values exceed this data type's capacity (as might be the case for lengthy agent-state durations or long-running

interactions both of which are stored in seconds), then RAA will log the following:

Arithmetic overflow error converting expression to data type int.

If these long-running interactions or agent states are legitimate—and not due to Genesys Info Mart error—and you choose not to set the **days-to-keep-active-facts** Genesys Info Mart option (in order to reduce the duration of active interaction or state), then to avoid this error, consider disabling the problematic aggregates following the instructions provided in the *Reporting and Analytics Aggregates Deployment Guide*.

ID: ER# 295306930	Found In: 8.0.100.05	Fixed In:
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Internationalization Issues

Information in this section is included for international customers.

On RAA release 8.5.007 and 8.5.008 deployments that use Microsoft SQL, and where MicroStrategy Web uses Turkish or Azeri Latin, the database connection can fail with an ODBC error. To resolve this issue, upgrade to RAA release 8.5.009.04, or contact Genesys Customer Care.

ID: GII-6547	Found In: 8.5.007 and 8.5.008	Fixed In: 8.5.009.04
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Release 8.5.0

Reporting and Analytics Aggregates Release Notes

You can find links to Release Notes for particular 8.5.0 releases of Reporting and Analytics Aggregates, if available, in the tree menu on the left or in the list of [Available Releases](#).

Reporting and Analytics Aggregates 8.5.0 Deployment Procedure

This deployment procedure applies to all 8.5.0 releases of Reporting and Analytics Aggregates listed in the [8.5.0 Release table](#). Most releases use the same standard deployment procedure.

Standard Deployment Procedure for Migrating to 8.5.0

This deployment procedure describes upgrading an existing deployment of Reporting and Analytics Aggregates (RAA) 8.5.x. To complete a 'fresh' deployment of this installation package, follow the instructions provided in the [Reporting and Analytics Aggregates Deployment Guide](#). If your environment also includes Genesys CX Insights, see the [Genesys CX Insights Deployment Procedure](#) or the [Genesys CX Insights Deployment Guide](#).

To deploy the package within your *existing* 8.5.x RAA environment, perform the following steps:

Deployment Steps

1. On Microsoft Windows platforms, uninstall the prior RAA release. (You do not need to delete any RAA objects.)
2. Following the instructions in the [Genesys Info Mart 8.5.x Deployment Procedure](#), migrate your Info Mart database schema to the version that is associated with the appropriate Genesys Info Mart release.
For each RAA 8.5.x release, the [Product Alerts](#) lists the supported Genesys Info Mart releases that interoperate with RAA.
3. Reinstall RAA from its installation package following the instructions in the [Reporting and Analytics Aggregates Deployment Guide](#).
4. If you intend to deploy GI2 and run userdata reports without customization, run the **make_gim_UDE_template_<dbms>.sql** script, if it has not already been run.
5. Refer to "Updating Tenant Aliases in Multi-Tenant Environments" in the [Reporting and Analytics Aggregates User's Guide](#) to determine whether (and how) to recreate tenant read-only views.
6. If your environment uses other than the GMT time zone, check to see whether time zone objects are still valid and that your reports yield data in the desired time zone. If either yields unexpected results, recreate time-zone objects following the instructions provided in "Reporting Outside the GMT Time Zone" in the [Genesys Interactive Insights User's Guide](#).
7. When deploying RAA in an environment where you have customized Info Mart database partitioning (**partition-kit.ss** exists in the Genesys Info Mart root folder), or where you have customized aggregation (**patch-agg-subhour.ss** exists in the Genesys Info Mart root folder), note that, for most deployments, these files are no longer required in release 8.5.0. Back up the following files, and remove them from the Genesys Info Mart root folder:
 - **partition-kit.ss**

- **patch-agg-subhour.ss**

8. If you have made customizations to the the **partition-kit.ss** and **patch-agg-subhour.ss** files, you can preserve your customizations by manually copying them into the **patch-agg.ss** file, applying them only to the partitioned tables that are joined to the query during customization. Contact Genesys Customer Care if you need further assistance.

RAA Product Alerts

Reporting and Analytics Aggregates (RAA) 8.5 is an optional add-on to Genesys Info Mart 8.5 and a mandatory component of Genesys CX Insights (GCXI) and the now-deprecated Genesys Interactive Insights (GI2). A compatible release of Genesys Info Mart must be installed and operational prior to RAA installation. The following software releases interoperate correctly:

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
8.5.011.05	8.5.014.34 (recommended) <ul style="list-style-type: none"> • 8.5.011.18 (minimum) • 8.5.014.19+ enable-gpr/ user-data-gen- dim • 8.5.014.04+ enable-chat- thread • 8.5.013.05+ enable-media- neutral 	1.7	Not supported	9.0.015.01
8.5.011.04	8.5.014.34 (recommended) <ul style="list-style-type: none"> • 8.5.011.18 (minimum) • 8.5.014.19+ enable-gpr/ user-data-gen- dim • 8.5.014.04+ enable-chat- thread • 8.5.013.05+ 	1.7	Not supported	9.0.015.01

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
	enable-media-neutral			
8.5.011.03	8.5.011.18 (minimum), 8.5.014.34 (recommended) <ul style="list-style-type: none"> • 8.5.014.24+ enable-chat • 8.5.014.19+ enable-gpr/user-data-gendim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral 	1.7	Not supported	9.0.014.02
8.5.011.02	8.5.011.18 (minimum), 8.5.014.26* (recommended) <ul style="list-style-type: none"> • 8.5.013.06 for enable-media-neutral • 8.5.014.04 for enable-chat-thread • 8.5.014.19 for enable-gpr feature • 8.5.014.19 user-data-gendim 	1.7	Not supported	9.0.013.01
*Beginning with release 8.5.011.02, you can view information about the RAA release, and compatible Genesys Info Mart releases, by entering the following command at the command console: <code>java -jar GIMAgg.jar -version</code>				
8.5.010.01	8.5.011.18 (8.5.014.09 for Chat Thread reporting, 8.5.014.19 Genesys Predictive	1.7	Not supported	9.0.012.01

RAA Release	Genesys Info Mart Release	Java	GI2 Release	GCXI Release
	Routing reporting)			
8.5.009.04	8.5.011.18 (8.5.014.09 for Chat Thread reporting)	1.7	Not supported	9.0.010.05
8.5.008.00	8.5.011.15 (8.5.013 for Media Neutral reporting)	1.7	Not supported	9.0.010.04
8.5.007.00	8.5.011.15 (8.5.011.18 for Co-browse)	1.7	Not supported	9.0.009.00
8.5.006.00	8.5.011.15	1.7	Not supported	9.0.008.00
8.5.005.03	8.5.010.16 (for information about asynchronous chat support, talk to your Genesys representative)	1.7	Not supported	9.0.007.03
8.5.003.00	8.5.011.04	1.7	8.5.001.02 (BI 4.2)	
8.5.002.00	8.5.009.14	1.7	8.5.001.02 (BI 4.2)	
8.5.001.48	8.5.008.29	1.7	8.5.000.05	
8.5.001.45	8.5.007.14	1.7	8.5.000.05	
8.5.001.45	8.5.007.14	1.7	8.1.106.18	
8.5.001.30	8.5.005.18	1.7	8.5.000.03	
8.5.001.30	8.5.005.18	1.7	8.1.106.15	
8.5.001.25	8.5.005.18	1.7	8.5.000.03	
8.5.001.25	8.5.005.18	1.7	8.1.106.15	
8.5.001.23	8.5.005.18	1.7	8.5.000.02	
8.5.001.23	8.5.005.18	1.7	8.1.106.12	
8.5.000.03	8.5.003.12	1.7	8.5.000.02	
8.5.000.03	8.5.003.12	1.7	8.1.106.12	
8.5.000.02	8.5.003.12	1.7	8.5.000.02	
8.5.000.02	8.5.003.12	1.7	8.1.106.10	

- RAA 8.5 supports GI2 8.5 releases, as well as specific releases of GI2 8.1.1, but does not support intervening GI2 releases, such as 8.1.4. (For information about RAA support for GI2 8.1.4, see the [RAA 8.1 Product Release Advisory](#)).
- In PostgreSQL deployments, Reporting and Analytics Aggregates (RAA) requires that the Info Mart schema name must either be public or be the same as the User ID.
- Beginning with RAA release 8.5.001.48, RAA adds support for the following environment:

-
- PostgreSQL v9.6 database
 - Beginning with RAA release 8.5.001.45, the RAA installation package now includes the following driver versions:
 - Microsoft SQL Server 6.0.8112.100 JDBC driver
 - Oracle 12.1.0.1 JDBC driver
 - PostgreSQL 9.4.1212 JDBC driver
 - Beginning with RAA release 8.5.001.23, Microsoft SQL deployments of RAA require Microsoft SQL Server 2008 R2 or later.
 - If—at the recommendation of Genesys personnel—you upgrade your JDBC driver to a version other than that which is deployed by RAA 8.5, then in addition to copying this driver to the location specified by Genesys Info Mart 8.5 and/or updating any environment variables that point to it, you must also place it in the **\agg\lib** subdirectory for RAA's use and overwrite the existing driver that is in this location. The file name of the JDBC driver must be as follows:
 - **ojdbc6-11.2.0.3.jar**, for Oracle
 - **sqljdbc4-3.0.jar**, for Microsoft SQL Server
 - **postgresql-9.3-1101.jdbc41.jar**, for PostgreSQL
 - The following RAA metrics are no longer populated by default:
 - AG2_ID_*.ACCEPTED_THREAD
 - AG2_AGENT_*.ACCEPTED_THREAD
 - AG2_AGENT_GRP_*.ACCEPTED_THREAD

To populate these metrics, you must enable the Genesys Info Mart config option, **`gim-etl-populate\populate-thread-facts`**, which is disabled by default. In some earlier Genesys Info Mart releases, these metrics were automatically populated.

[Link to 8.1 Product Release Advisory](#)

8.5.011.05

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/18/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- **Version checking enhancements** — The **-version** tool now accepts an argument that specifies a file path. This optional argument allows you to check the release number of an RAA instance launched in the specified folder. (GCXI-3483)
- **Logging enhancements** — Log messages now more clearly describe errors that arise when aggregate names exceed Oracle 12.1 object name restrictions. (GCXI-3558)

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

No special procedure is required to upgrade to release 8.5.011.05.

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

[List of Release Notes](#)

8.5.011.04

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/17/20	Update			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

The build year is now correctly stated in log files and in output from the **-version** command. Previously in RAA release 8.5.011.03 deployments, the build was stated as 2010, when it should have been 2020. (GCXI-2832)

Aggregation queries no longer fail in scenarios where the value of the sub-hour-interval option is changed from 15 minutes to 30 minutes after RAA has initialized. (GCXI-3065)

The CONSULT_RCV_WARM_INVITE_TIME column in the AGT_ID aggregate table is now populated with correct values. Previously in rare scenarios, incorrect values could appear in this column. (GCXI-3276)

The RAA enable-chat feature, which was introduced in RAA release 8.5.003.00 and was supported only on deployments with Genesys Info Mart 8.5.014.24 or later, is now supported on deployments with Genesys Info Mart release 8.5.011.14 and later. (GCXI-3278)

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Upgrade Notes

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8.5.011.03

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
03/25/20	Update			X		X

What's New

This release contains the following new features and enhancements:

- **Enhanced SUBHOUR aggregation** — The performance of the ID_FCR, CAMPAIGN, and AGENT_CAMPAIGN aggregates for the first level (subhour) is enhanced in scenarios where SUBHOUR is not materialized. This results in improved performance of AG2_*_SUBHR views. (GCXI-2715)

Resolved Issues

This release contains the following resolved issues:

The enable-available-features option no longer activates the enable-gpr-fcr feature. This reduces resource consumption in scenarios where Genesys Predictive Routing (GPR) aggregation is not needed. For more information about **enable-available-features**, see the [Genesys Customer Experience Insights Deployment Guide](#). To enable GPR aggregation, you can manually add **enable-gpr-fcr** to the **[agg-feature]** section. (GCXI-2780)

In scenarios where the healthCheck tool runs when any of the healthcheck (.agg*) files are not available, healthCheck now waits up to 30 seconds for the files to be created, before reporting an error. Previously in scenarios where the files were created with some delay, healthCheck reported that the files were missing. (GCXI-2764)

RAA upgrades on PostgreSQL and Microsoft SQL deployments now complete successfully. Previously, depending on timezone configuration, the upgrade could fail with an error message about a missing

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T0_BE_DELETED database object. (GCXI-2485)

Upgrade Notes

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

8.5.011.02

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/18/19	General			X		X

What's New

This release contains the following new features and enhancements:

- **User Data enhancements** — New dimensions are added to provide enhanced user-data reporting:
 - New dimensions, USER_DATA_GEN_KEY1 and USER_DATA_GEN_KEY2, are added in the following aggregate tables: ID, AGENT, AGENT_GRP, QUEUE, QUEUE_GRP, AGENT_QUEUE, QUEUE_ABN, QUEUE_ACC_AGENT, AGENT_CAMPAIGN, and CAMPAIGN. The aggregates take values from USER_DATA_GEN_DIM_KEY_1 and USER_DATA_GEN_DIM_KEY_2 of the IRF_USER_DATA_KEYS table.
 - A new configuration option, user-data-gen-dim, in the **[agg-feature]** section, enables the new dimensions. (GCXI-2267)
- **SDR aggregate enhancements** —
 - The following new columns are added to the SDR_SESSION aggregate table: AS_TRANSFERRED, AS_ENTERED, SS_ENTERED, SS_CONTAINED, QUEUE_ABANDONED, AGENT_ROUTED, and DN_ROUTED. (GCXI-2203)
 - A new aggregate table, SDR_ACTIVITY, provides summarized metrics to support reporting on agent activity. This aggregate is enabled by the enable-sdr option. (GCXI-2184)
- **Miscellaneous enhancements** —
 - During startup, RAA now verifies that the installed release of Genesys Info Mart supports the RAA active release and all activated RAA features. (GCXI-2237)
 - A new command, java -jar GIMAgg.jar -version, is added. Enter this command at the command-line prompt to view information about the RAA release, and compatible Genesys Info Mart releases. (GCXI-2236)
 - A new configuration option, enable-available-features, in the **[agg-feature]** section, enables all features that are supported in the current RAA release. (GCXI-2180)

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- A new configuration section, **[agg-gim-thld-CHAT-PARKING]**, allows you to configure a duration threshold value that defines the amount of time interactions are expected to remain parked in a queue. The section supports two options: <media> and default. (GCXI-2114)
 - A new option, post-call-survey, in the **[agg-feature]** section, enables reporting on post-call-survey aggregate data. (GCXI-2325)

Resolved Issues

This release contains the following resolved issues:

The healthCheck tool now completes successfully in scenarios where it takes a long time for the healthCheck tool to run.

Previously in such scenarios, the healthCheck tool occasionally reported a problem, and exited prematurely with a message similar to the following:

RAA 8.5.010.01 dispatching is stopped!

(GCXI-2182)

Upgrade Notes

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

8.5.010.01

Reporting and Analytics Aggregates Release Notes

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

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)

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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.

8.5.009.04

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/26/19	General			X		X

What's New

This release contains the following new features and enhancements:

- **New aggregate table** — CHAT_THREAD_STATS is added to support reporting on thread-specific data, and a new option, enable-chat-thread is added to control the population of the aggregate table. (GII-6558)
- **Enhanced logging** — RAA now logs detailed information about the following events:
 - Established connections.
 - Closed connections.
 - Failed connection attempts.

For more information, see the [Reporting and Analytics Aggregates User's Guide](#). (GII-6548)
- **Miscellaneous enhancements** —
 - Updated third-party drivers, including JDBC, are provided in the Installation Package (IP), as described in the table **Supported Driver Versions** in the [Reporting and Analytics Aggregates Deployment Guide](#). Unused libraries are no longer included in the IP. (GII-6550).
 - The QUEUE_GRP aggregate now includes the DEFERRED metric. (GII-6564)
 - The QUEUE aggregate now includes the DEFERRED metric. (GII-6557)
 - Support for Turkish and Azeri collations on Microsoft SQL deployments; however, support is case insensitive. (GII-6547)
 - Support for Java 11. See the Prerequisites section on the [Genesys Customer Experience Insights](#) page in the [Genesys Supported Operating Environment Reference Guide](#) for more detailed information and a list of all prerequisites. (GII-6511)
 - Support for Oracle Thin Driver (ojdbc) 12.2. (GII-6565)

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Resolved Issues

This release contains the following resolved issues:

The calculation of the AGENT, AGENT_QUEUE, and I_AGENT aggregates is refined, resulting in more appropriate values in certain scenarios. (GII-6555)

The CHAT_AGENT aggregate now provides more consistent reporting on passive chat sessions. Previously in some scenarios, a value of 0 was incorrectly recorded for some metrics. (GII-6545)

Upgrade Notes

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

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

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)

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Resolved Issues

This release contains the following resolved issues:

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

Upgrade Notes

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

8.5.007.00

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/21/18	General			X		X

What's New

This release contains the following new features and enhancements:

- **Co-browse support** — A new aggregate table, AGT_COBROWSE_AGENT, provides a rollup of interactions associated with agent participation in Co-browse Server sessions, and supports Genesys Co-browse reports in Genesys CX Insights.
- **SDR SURVEY enhancements** — The AGT_SDR_SURVEY_* and AGT_SDR_SURVEY_ANS_* aggregates are enhanced as follows:
 - The agent resource now appears as RESOURCE_KEY dimension. This enables drilling to the agent level in the Survey Answer Report.
 - Partition elimination is improved in partitioned databases, improving performance in Microsoft SQL Server and Oracle deployments.
- **Miscellaneous Enhancements** — The AGT_Callback_* aggregates now count callbacks that were canceled in GMS Management UI. This enables the Callback Summary Report to display correct values for the % Canceled metric.

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Resolved Issues

This release contains the following resolved issues:

RAA now periodically logs the RAA release number to the **gim_etl.log** file. The new log message has the INFO log level, and is generated every five minutes:

```
2018-12-07 21:37:58,660 INFO Heartbeat 25000 Aggregator 8.5.007.00
2018-12-07 21:42:58,632 INFO Heartbeat 25000 Aggregator 8.5.007.00
```

(GII-6512)

In scenarios where an error in the configuration file causes configuration synchronization to fail, RAA now exits and is automatically restarted. This indicates an incorrect configuration in the file, which you must correct for RAA to run successfully. Previously in such scenarios, RAA sometimes failed to exit. (GII-6503)

RAA now validates the DB connection before each synchronization, and creates a new one if necessary. Previously, RAA used the cached connection and did not validate the connection before each synchronization, which sometimes caused the error Unable to synchronize SCfg. (GII-6164)

Upgrade Notes

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

8.5.006.01

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
11/13/18	Hot Fix			X		X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

For PostgreSQL deployments, upgrading from RAA release 8.5.000 and earlier no longer causes an error message about 'partitioning trigger'. Previously, upgrading from release 8.5.000 or earlier to release 8.5.004.05 or later could cause an error similar to:

The table <table_name> has no partitioning trigger...

(GII-6492)

Invalid values in the Genesys Info Mart logging-level configuration option no longer cause a NullPointerException (NPE) error. (GII-6491)

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Upgrade Notes

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8.5.006.00

Reporting and Analytics Aggregates Release Notes

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

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_mssql`
- `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.

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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.

8.5.005.03

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
09/21/18	General			X		X

What's New

This release contains the following new features and enhancements:

- **Schema Enhancements** — The following improvements in the RAA schema:
 - **Asynchronous chat support** — RAA now supports reporting on asynchronous (Async) chat sessions. Async chat sessions are sessions that last for a long period of time (potentially several days).
The following changes support asynchronous (Async) chat: Two new aggregate tables (AGT_CHAT_AGENT and AGT_CHAT_AGENT_GRP) are added, and new columns are added to the AGT_CHAT_STATS table.
 - **Callback aggregate table enhancements** — A new metric, FORCE_DIALED, is added, which tracks calls that were force-dialed (or pushed) regardless of agent availability.
- **Logging Enhancements** — The following improvements to RAA logging:
 - The SQL statement execution plan of a long query is now written to the log with the SEVERE log level when one of the writers processes aggregation for a period longer than the configured threshold (the value of **deadlockThreshold** in standalone mode, or the value of the option **deadlock-threshold** (in the **[agg]** section) when running in Genesys Info Mart). RAA stops in such cases.
 - Configurable warning thresholds are added: **warningThreshold** parameter for standalone mode, and a **warning-threshold** option (in the **[agg]** section) when in Genesys Info Mart. The default parameter value is 300 seconds (5 minutes). If the aggregation execution time exceeds the configured value, the SQL statement execution plan is written to the log with the log level WARNING.
 - When database interaction errors occur, the SQL query and parameter values are now added to the log (if logging is enabled).
 - When running in standalone mode, RAA log files are now enhanced as follows:
 - The local date, time, and timezone are appended to the record **AGGREGATOR started**.

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- The first letter of the severity level is added after the date of each log record. Severity levels are defined by Oracle, and are listed on the [Oracle website](#).

- **Miscellaneous Enhancements**

- The **Pre-set Date Filter** prompt now includes a new option, **Week to Date**. Select this option to generate a report containing data from the current week, beginning with the most recent Sunday.
- RAA now supports parameters in command line with or without '='. For example, both of the following are now accepted:

```
java -jar GIMAgg.jar -printQuery AGENT
```

```
java -jar GIMAgg.jar -printQuery=AGENT
```

Resolved Issues

This release contains the following resolved issues:

RAA now populates correct values in the ENTERED_OBJ_RES field of the ID aggregate table, as follows: For each Interaction, if the value of the Service Objective field in the Anchor Interaction Handling Attempt row is greater than 0, or if the RAA option default in the **agg-gim-thld-ID-IXN** section has a response threshold greater than 0 (3rd value, which is 0, if you do not specify a value), then RAA increments the value of ENTERED_OBJ_RES.

Previously, RAA instead used the logic: Service Objective >=* 0.

(GII-6408)

RAA now populates correct values for NO_INPUT_ERROR and NO_MATCH_ERROR in the SDR_SESS_BLOCK aggregate table. These values populate corresponding metrics in the Genesys CX Insights **Blocks Summary Report**. (GII-6405)

On PostgreSQL deployments where there are several time zones configured in RAA, the performance of **readPending** operations is improved. Previously in such scenarios, aggregation could be delayed. (GII-6429)

On PostgreSQL deployments, RAA now creates missing indexes in Genesys Info Mart tables. Previously, missing indexes could cause aggregation to slow down or stop. (GII-6412)

In PostgreSQL deployments, the **-updateAliases** runtime parameter no longer fails in scenarios where Genesys Info Mart uses a database schema other than public and the GIM schema name is not the same as the GIM user name (database user). However, if the GIM schema name differs from GIM user name, and the GIM schema is not either public (on PostgreSQL) or dbo (on MS SQL), then you must follow the instructions in the [GII-6394](#) Known Issue. (GII-6394, GII-6404)

When the aggregation process starts, it now correctly handles records in the AGR_NOTIFICATION table

that Genesys Info Mart generated while the aggregation process was not running (and therefore not processing records from the AGR_NOTIFICATION table). With this enhancement, RAA now combines records having the same facts, tenant, ntf_filter, and intersection by periods.

Previously, a significant number of such records were duplicated in the RAA tables.

(GII-6369)

Upgrade Notes

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

8.5.004.05

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
08/08/18	Update	Unavailable		X		X

What's New

As of December 21, 2018, this release is no longer available. Genesys recommends that you download a later release. If you've already downloaded the software, please refer to the Product Alert, or contact your Genesys representative for more information.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

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

8.5.003.00

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
05/18/18	General			X		X

What's New

This release contains the following new features and enhancements:

- Aggregation enhancements:** Support for reporting on chat interactions is enhanced, and reporting on chat bot is added. This includes two new aggregate tables, AGT_CHAT_STATS and AGT_BGS_SESSION, and two new configuration options in the [agg-feature] section to enable them:
 - enable-chat** — Instructs RAA to enable chat tables. To have RAA exclude chat data, remove this option from this section.
 Default Value: No default value

 Valid Values: None. This option takes no values—its presence within the [agg-feature] section issues the described instructions to RAA.

 Changes Take Effect: After restart of the aggregation process
 - enable-bgs** — Instructs RAA to enable Bot Gateway Server (BGS) tables. To have RAA exclude BGS data, remove this option from this section.
 Default Value: No default value

 Valid Values: None. This option takes no values—its presence within the [agg-feature] section issues the described instructions to RAA.

 Changes Take Effect: After restart of the aggregation process

Note that Chat and BGS enhancements added in this release require a supported release of Genesys Info Mart. Consult the *Product Alert* on the [RAA documentation](#) landing page for information about releases that support this functionality.
- The commands **-insertPendingAgg** and **-insterPendingAggRaw** are enhanced through the addition of a new command line option, **DATES_FROM:<FACT TABLE>**, which you can use instead of **<START>** and **<END>**. When you use this option, start and end time values are retrieved from the MIN and MAX values of the START_DATE_TIME_KEY field in the specified fact table.
- The **-printQuery** command now supports a new option, **ALL**, which you can use to print all existing

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queries. For example: **java -jar ./agg/GIMAgg.jar -printQuery ALL > sqlfile**

Resolved Issues

This release contains the following resolved issues:

The **-insertPendingAgg** command now correctly processes the <END> parameter, and inserts the MAX value (for the day indicated) from the DATE_TIME_KEY field. Previously, this command incorrectly inserted the MIN value from the DATE_TIME_KEY field as the <END> date. (GII-6284)

Upgrade Notes

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

8.5.002.00

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/27/17	General			X		X

What's New

This release contains the following new features and enhancements:

- **Aggregation enhancements:** Support for reporting on Genesys Predictive Routing (GPR) is added. This includes new columns in the AG2_ID, AG2_I_AGENT, AG2_QUEUE, AG2_QUEUE_GRP tables, a new AG2_ID_FCR table, and two new configuration options in the **[agg-feature]** section:
 - **enable-gpr** — If present, this option enables GPM_* columns in the AG2_ID, AG2_I_AGENT, AG2_QUEUE, and AG2_QUEUE_GRP tables.

Default Value: No default value

Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

Changes Take Effect: After restart of the aggregation process.

To have RAA exclude Predictive Reporting data from these columns, remove this option from this section.
 - **enable-gpr-fcr** — If present, this option enables the new aggregate table ID_FCR (AG2_ID_FCR).

Default Value: No default value

Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

Changes Take Effect: After restart of the aggregation process.

To have RAA exclude Predictive Reporting data from these columns, remove this option from this section.

Note that, to fully support reporting on the GPR measure/metric First Call Resolution, you must perform the following additional steps:

 1. Add the **enable-gpr-fcr** option to the **[agg-feature]** section, which enables the ID_FCR aggregate table.

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2. Configure the standard Genesys **Customer ID** user data key with the unique Customer ID of the customer who participated in the interaction. Genesys Info Mart ETL must record this value in the IRF_USER_DATA_GEN_1.CUSTOMER_ID column. Note that, if you do not provide valid Customer ID user data, the ID_FCR aggregate produces no useful data, but slows down the aggregation process.

3. Create indexes by running the following SQL:

For most Genesys Info Mart databases:

```
create index IDX_IRFUG_CUSTOMER_ID on IRF_USER_DATA_GEN_1 (customer_id);
```

For partitioned Oracle Genesys Info Mart databases:

```
create index IDX_IRFUG_CUSTOMER_ID on IRF_USER_DATA_GEN_1 (customer_id) local;
```

4. Restart RAA.

Resolved Issues

This release contains the following resolved issues:

On non-partitioned deployments, the AG2_SDR_SURVEY_SUBHR query is now correctly calculated. Previously on non-partitioned deployments, an error in the query caused incorrect data to be returned for this aggregate. (GII-6245)

The value of the SAVED_TIME column in the CALLBACK aggregate table is now correctly calculated as follows:

```
sum( case when cbd2.OFFER_TIMING != 'OFF-HOURS' then case when EWT_WHEN_OFFERED >  
WAIT_AGENT_OFFLINE_TIME then WAIT_AGENT_OFFLINE_TIME else EWT_WHEN_OFFERED end else 0 end )  
as SAVED_TIME
```

(GII-6238)

Upgrade Notes

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

8.5.001.48

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
10/13/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Aggregation enhancements:**

- A new configuration option, **enable-sdr-survey** in the **[agg-feature]** section, which enables the new Aggregate tables SDR_SURVEY and SDR_SURVEY_ANS. By default, this option is absent, and SDR Survey reporting is disabled.

enable-sdr-survey

Default Value: No default value

Valid Values: none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

Changes Take Effect: After restart of the aggregation process

To have RAA exclude SDR Survey data, remove this option from this section.

- **Supported Environments:**

- Support for the PostgreSQL v9.6 database. See the [Reporting and Analytics Aggregates](#) page for more detailed information and a list of all supported operating systems.

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

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

8.5.001.45

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
06/07/17	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- A new runtime parameter, **AGG_LEVEL_<LEVEL>_DELAY**, provides control over the frequency with which RAA performs aggregation, by allowing you to specify the minimum time between aggregation runs for each aggregation level (DAY and higher). A corresponding new configuration option, **agg-level-<level>-delay** in the **[agg]** section, allows you to control this feature when RAA is embedded with Genesys Info Mart. For more information, see the [Reporting and Analytics Aggregates Deployment Guide](#).
- The RAA installation package now includes the following driver versions:
 - Microsoft SQL Server 6.0.8112.100 JDBC driver
 - Oracle 12.1.0.1 JDBC driver
 - PostgreSQL 9.4.1212 JDBC driver

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

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

8.5.001.30

Reporting and Analytics Aggregates Release Notes

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

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.

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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.

8.5.001.25

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/30/16	Hot Fix		X	X	X	X

What's New

This release includes only resolved issues.

Resolved Issues

This release contains the following resolved issues:

On deployments with a partitioned Oracle or MSSQL Genesys Info Mart database, migration no longer fails during upgrade from release 8.1.405.11 or earlier. Previously in such scenarios, migration might fail, producing an error similar to the following:

```
00:26:02.891 Agg.Main.Scheme processing: scheme/select-AGENT_CAMPAIGN.ss
00:26:02.954 ERROR Exception happened:
00:26:02.954 ERROR #<ERROR misc-error couldn't find inline-sql
with alias "irfug" to replace>
```

For all Oracle and MSSQL deployments, RAA now automatically sets the **partition-gim** option, which causes the partition-kit to be automatically applied if the Genesys Info Mart database is partitioned. The file `partition-kit.ss` is now ignored. (GII-6016)

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Upgrade Notes

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8.5.001.23

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
12/07/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- **Support for Microsoft SQL Server Standard Edition:**
 - Microsoft SQL deployments of RAA require Microsoft SQL Server 2008 R2 or later. See the [Supported Operating Environment: Genesys Info Mart](#) page for more detailed information and a list of all supported databases.
 - RAA now supports migration from old table storage layout (AG2_* tables) to new table storage layout (AGT_* tables and AG2_* views) on deployments with Microsoft SQL Server Standard Edition.
- A new column, DESIRED_TS_TIME, is added to the CALLBACK_FACT_GI2 table, and is used to record the desired callback time (TIMESTAMP).
- RAA has changed the way it queries the Genesys Info Mart PostgreSQL database on partitioned deployments; an additional WHERE clause (<table alias>.START_DATE_TIME_KEY BETWEEN <integer> AND <integer>) is added to allow PostgreSQL to optimize partition scans.

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Resolved Issues

This release contains the following resolved issues:

Query hints are now added on Genesys Info Mart deployments with a non-partitioned Oracle database. Previously on Oracle deployments, query hints were applied only if the database was partitioned, and only if the option **partitioned-gim** in the **agg-feature** section was set. (GII-6006)

On PostgreSQL deployments, RAA now automatically sets the **partition-gim** option, which causes the partition-kit to be automatically applied on PostgreSQL. Genesys Info Mart always uses a partitioned schema on PostgreSQL deployments. On PostgreSQL deployments, the file partition-kit.ss is now ignored. (GII-6001)

On PostgreSQL deployments, RAA now creates larger partitions (35 days) for AGT tables. Previously, RAA created smaller partitions, which sometimes impacted performance. (GII-5999)

During RAA upgrade, the **ms-sql-std-edition** feature is now added correctly. Previously, when migrating from old table storage layout (AG2_* tables) to new table storage layout (AGT_* tables and AG2_* views) on some MSSQL standard edition deployments with more than one time zone, the upgrade could fail. (GII-5995)

In scenarios where an agent initiates a consultation call, and later releases the consultation, but does not release the call with the customer, RAA no longer reports the interaction as AGENT_DISCONNECT_FIRST. (GII-5988)

RAA storage migration now completes successfully. Previously, in some migration scenarios involving migrating RAA storage or splitting storage by media type, RAA failed with the following exception:

```
java.lang.SecurityException: class
"com.microsoft.sqlserver.jdbc.ISQLServerConnection$$EnhancerByCGLIB$$e13d34c0"'s signer
information does not match signer information of other classes in the same package
```

(GII-5969)

Upgrade Notes

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

8.5.000.03

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
04/11/16	Hot Fix		X	X	X	X

What's New

This release contains modifications to support Genesys Engage cloud implementations only.

Resolved Issues

This release contains no resolved issues.

Upgrade Notes

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

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8.5.000.02

Reporting and Analytics Aggregates Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/25/16	General		X	X	X	X

What's New

This release contains the following new features and enhancements:

- Beginning with this release, RAA 8.5 supports Callback reporting. This includes a new table (AGT_CALLBACK), and view (AG2_CALLBACK). For more information, see the Physical Data Model documentation for your RDBMS (available from [Reporting and Analytics Aggregates documentation](#)).
- Support for Red Hat Enterprise Linux AP 64-bit x86 7 operating system. See the [Supported Operating Environment: Genesys Interactive Insights](#) page for more detailed information and a list of all supported operating systems.
- The procedure to apply the partition kit has been simplified. Beginning with this release, apply the partition kit by enabling **partitioned-gim** in the database. This automatically applies the partition kit. Optionally, you can customize the partition kit using the **partition-kit.ss**. To do so:
 - Disable **partition-gim** in the database.
 - Edit the **partition-kit.ss** file, and save it in the RAA root directory (the same directory where **GIMAgg.jar** is found).

If you enable **partition-gim** in the database, **partition-kit.ss** is not used, and Genesys recommends renaming the **partition-kit.ss** file to avoid confusion (for example, as **NOT_USED_partition-kit.ss**). As part of this change, the following files, found in the **script** directory in past releases, are not included with this release, and are no longer supported:

- partition-kit-MSSQL.ss**
- partition-kit-ORACLE.ss**
- partition-kit-MSSQL.ss**

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Resolved Issues

This release contains no resolved issues.

Upgrade Notes

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