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Reporting and Analytics Aggregates

8.5.003.00

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Reporting and Analytics Aggregates Release Notes

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

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

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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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.