Genesys Interactive Insights User's Guide

Reporting Outside the GMT Time Zone

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Reporting Outside the GMT Time Zone

A standard Genesys Info Mart deployment using the default **DATE_TIME** calendar yields reporting in the Genesys Info Mart default time zone only. There are, however, other supported deployments allowing:

- One tenant reporting across multiple time zones

- Multiple tenant reporting within one common time zone

- Multiple tenant reporting using a different time zone for each tenant

To configure Genesys Info Mart to accomplish this type of reporting within GI2 using one universe and multiple connections:

1. Configure additional calendars in Genesys Info Mart; for example, **DATE_TIME_CNT** and **DATE_TIME_AET**. See Creating Custom Calendars section in the *Genesys Info Mart Deployment Guide* for further instructions.

2. Identify the created calendars to RAA:

   a. Create an ASCII file that contains the following code (substitute the AET and CNT time zones and their offsets with your desired time zone(s) and their corresponding offsets):

   ```
   ;This code identifies time zones to RAA
   (~time-zone CNT "DATE_TIME_CNT" -12600 -9000)
   (~time-zone AET "DATE_TIME_AET" +36000 +39600)
   ;This code instructs RAA to use the AET time zone when
   ;populating data for only those aggregation hierarchies that
   ;are listed
   (add-other-tz AET
       (hierarchies: H_AGENT H_QUEUE
           H_AGENT_QUEUE H_QUEUE_ACC_AGENT H_QUEUE_ABN H_ID
           H_I_AGENT H_I_SESS_STATE H_I_STATE_RSN
           H_AGENT_CAMPAIGN H_CAMPAIGN))
   ;This code make all hierarchies CNT-time zone aware
   (add-standard-hierarchies-in-tz CNT)
   ```

   b. Save this file in the Genesys Info Mart root folder with the file name `time-zones.ss`. The aggregation process must be able to locate this file from the location where aggregation is run.

3. Invoke aggregation. RAA creates a separate set of database objects for each calendar and names the objects with the time zone's abbreviation (AG2_AET_AGENT_SUBHR). RAA manages these objects within the main schema.

4. Create a schema in Genesys Info Mart for each tenant. Users should not directly reference objects in the main schema, so you must create aliases to control the access that users have to Info Mart data.

5. Create an alias file, (for example: `tenant-tz-alias.ss`), following the instructions in "Format of the Tenant Alias File" in the *Reporting and Analytics Aggregates User's Guide*. For example:

   ```
   (aliases-for-account name: <tenant1_schema_name> login: "<tenant1_user>" password:
   "<tenant1_pwd>"
   (tenants: <tenant1_key>) (time-zone: PST))
   (aliases-for-account name: <tenant2_schema_name> login: "<tenant2_user>" password:
   "<tenant2_pwd>"
   (tenants: all) (time-zone: EST))
   ```

6. To update tenant aliases, invoke aggregation in standalone mode by issuing the following command:
   ```
   java -jar agg/GIMAgg.jar -conf runagg -updateAliases tenant-tz-alias.ss
   ```
   RAA creates views in the specified schema(s) that employ standard names. Therefore, no change to the definitions of measures, dimensions, or conditions is required in the GI2 universe. Each tenant account now sees data in their own time zone.

7. Open the Information Design Tool, and create connection parameters for each tenant account. At the **Login Parameters** screen of the Wizard Connection, specify the parameters to connect to the desired tenant schema. Refer to "Linking the Universe to Your Data Mart" in the *Genesys Interactive Insights Deployment Guide* for more information.

Through the connection parameters that you establish (and depending on how calendars are set up), your users have access to their own data and the GI2 reports display this data in the user's time zone.