GENESYS™

Genesys Interactive Insights User's Guide

Source of Aggregated Information

4/10/2025

Source of Aggregated Information

The tables that are created and populated by the aggregation engine are the immediate source of aggregated contact center data for GI2 reports. This engine is deployed seamlessly with GI2 installations, and is described in the RAA documentation. The reports are built on data from these tables,and enable you to view the performance of contact center resources as interactions pass through the resources or are handled by them, dimensioned by the following Info Mart dimension tables:

• CALLING_LIST	• USER_DATA_CUST_DIM
• CAMPAIGN	• TENANT
• DATE_TIME	• TIME_RANGE
• RESOURCE_	• INTERACTION_TYPE
• RESOURCE_GROUP_COMBINATION	• INTERACTION_DESCRIPTOR
• GROUP_	• RESOURCE_STATE
• MEDIA_TYPE	• RESOURCE_STATE_REASON

The "Interactive Insights Reports" chapter of the *Genesys Interactive Insights Universe Guide* lists the supporting tables for each report and some of the configuration options that control the Genesys Info Mart Server's population of the tables. Also, the *Reporting and Analytics Aggregates User's Guide* provides business views of each aggregate subject area. See the *Genesys Info Mart User's Guide* to learn how data is populated to the Info Mart database.