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Genesys Info Mart Deployment Guide

Aggregation-Related Options for GCXI and RAA

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Aggregation-Related Options for GCXI and RAA

Genesys Info Mart behavior and functionality are controlled by configuration option settings on the Genesys Info Mart Application and other supporting objects, such as DNs and Scripts.

The table on this page lists the configuration options that are essential to enable aggregation in your Genesys Info Mart deployment, if the Genesys historical reporting presentation layer—Genesys CX Insights (GCXI)—or RAA is installed.

Related Information

In addition to the aggregation-related options on this page, you might be interested in the following:

- [Data-Processing Options for Genesys Info Mart](#) — Affect the content and quality of data that is stored in the Info Mart database.
- [Operations-Related Options for Genesys Info Mart](#) — Affect the day-to-day operations of the Genesys Info Mart components and control the ETL process.

Genesys Info Mart Options for GCXI and RAA

The following table summarizes the Genesys Info Mart aggregation-related options for GCXI and RAA.

Tip

Click an option name in the table below to see a short description, from which you can link directly to the option description in the *Genesys Info Mart Configuration Options Reference*.

Configuration Object	Section Name	Option Name and Default Value	Comments
Genesys Info Mart Application	[schedule]	run-aggregates=true aggregate-schedule=<as specified in the aggregation-specific template> aggregate-duration=<as specified in the aggregation-specific template>	In the Application object, configure the options on the Options tab.
	[gim-etl]	aggregation-engine-class-name="GIMAgg.GimInterfaceImpl.AggregationImpl"	
Info Mart DAP	[gim-etl]	agg-jdbc-url=	In the Info Mart DAP,

Configuration Object	Section Name	Option Name and Default Value	Comments
			configure the option on the Options tab.

Important

In addition to specifying the aggregation engine class name (in the **aggregation-engine-class-name** configuration option), you must also modify the **gim_etl_paths** file to specify the path to the correct .jar file.

There are additional aggregation-related options that are set on the Genesys Info Mart Application object, to control the functioning of the aggregation engine and population of the aggregate tables. GCXI have specific requirements for certain option values.

Note that, starting with RAA release 8.1.1, RAA does not use the thresholds specified by the Genesys Info Mart ***-threshold** options to calculate SLA and other threshold-related measures. Instead, in RAA release 8.1.1 and higher, thresholds are controlled by aggregation-specific **[agg-gim-thld-*]** options, which are described in the RAA documentation.

For more information about all of the aggregation-related options and installation steps, see the *Reporting and Analytics Aggregates Deployment Guide* for your release.