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Genesys Info Mart Deployment Guide

Genesys Info Mart Architecture

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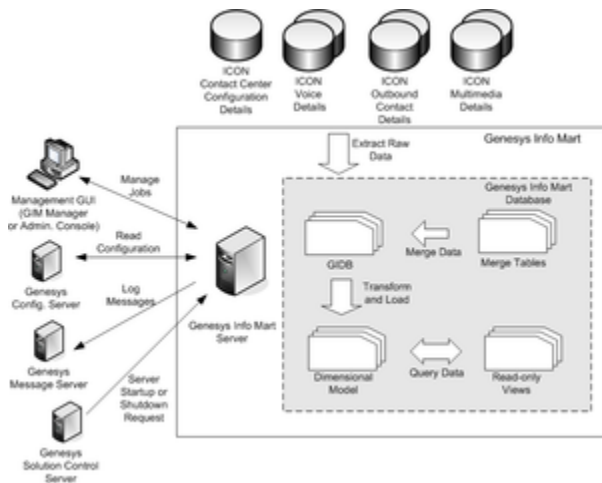
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Architectural Overview

Genesys Info Mart 8.x extracts data from one or more Genesys Interaction Concentrator databases (Interaction Databases [IDBs]) and produces a data mart for contact center historical reporting.

Genesys Info Mart consists of a server component that extracts, transforms, and loads (ETLs) data into a data mart, based on a schedule that is configured in the Genesys Info Mart application. The Genesys Info Mart Manager provides a graphical user interface (GUI) for managing some of the Genesys Info Mart jobs. The Info Mart database stores low-level interaction data that is consolidated from any number of IDBs, as well as processed data that is suitable for end-user reports.

The following Figure illustrates the Genesys Info Mart 8.x architecture and the primary data flow between the Genesys Info Mart components and other Genesys components. (The diagram does not depict high-availability architecture for any components.)



Genesys Info Mart Architecture and Data Flow Diagram

Related Information

For more information, see also:

- [Supported Topologies](#)
- [Topology Diagrams](#)
- [Standby and Disaster Recovery](#)