Genesys Info Mart Deployment Guide

Enabling Aggregation

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Enabling Aggregation

The following steps summarize the task flow to enable Genesys Info Mart to support the aggregation process and to populate aggregate tables in the Info Mart database.

> ### Important
> If you plan to use Genesys CX Insights (GCXI), you must enable aggregation.

1. **Install the aggregation engine software.**

   Install Reporting and Analytics Aggregates (RAA).

   For information about how to install GCXI, see the *Genesys CX Insights Deployment Guide.* For information about how to install RAA, see the *Reporting and Analytics Aggregates Deployment Guide* for your release.

2. **Configure the Genesys Info Mart Application object and other applications and objects in your Genesys environment, as required, to support aggregation.**
   Settings on the Genesys Info Mart Application object — as well as settings for ICON filtering options, and other applications — affect aggregation. Be aware that GCXI has specific requirements for certain settings.

   - For full information about how to configure Genesys Info Mart for aggregation, see the *Reporting and Analytics Aggregates Deployment Guide* for your release.

   > ### Tip
   > You must restart the Genesys Info Mart Server if you modify the following settings during runtime:
   >
   > - jdbc-url option in the Info Mart DAP
   >
   > - agg-jdbc-url option in the Info Mart DAP (optional, in Oracle RAC deployments only, if you want aggregation to use a separate node)
   >
   > - aggregation-engine-class-name in the Genesys Info Mart Application
   >
   > - User name for the Info Mart database
   >
   > - Password for the Info Mart database
   >
   > Genesys Info Mart generates a log event (message 55-20153) when these settings are changed. Genesys recommends that you set an alarm on the log message, to prompt you to restart the Genesys Info Mart Server.

   - For information about how to configure MicroStrategy and GCXI, see the *Genesys CX Insights Deployment Guide.*

3. **(Optional) Configure custom calendars.**

See Creating Custom Calendars.

> ## Important
> If your reports use custom calendar dimensions, create the custom calendars before you start aggregation.

4. **Start the aggregation engine.**

   If you have configured the Genesys Info Mart scheduler to control the aggregation process (run-aggregates = `true`), the aggregation job will start automatically at the scheduled time, as specified by aggregate-schedule, and will run continuously for the amount of time specified by aggregate-duration.

   For full information about how to start the aggregation engine, see the *Reporting and Analytics Aggregates Deployment Guide* for your release. For more information about how to schedule and manage the aggregation job in Genesys Info Mart, see Managing and Scheduling Jobs in the *Genesys Info Mart Operations Guide.*