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Genesys Info Mart Operations Guide

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9.x This version of the Operations Guide applies to Genesys Info Mart that is part of 9.0. For 8.5 releases of Genesys Info Mart prior to August 30, 2019, see the [8.5.0 version of this document](#).

Welcome to the Genesys Info Mart Operations Guide. This guide describes the procedures that you must follow to schedule and monitor the Genesys Info Mart jobs that extract, transform, and load (ETL) data. It is intended for administrator use, and is valid only for the releases of this product that are part of 9.0.

Important

For versions of this document created for other releases of this product, see the [main Genesys Info Mart page](#) or request the Documentation Library DVD, which you can order by e-mail from [Genesys Order Management](#).

For information about related resources and about the conventions that are used in this document, see [Related Documentation Resources](#).

Intended Audience

This guide is intended primarily for those responsible for database administration and management. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your network and database configurations
- Relational database management systems (RDBMS)
- Data extraction
- Data warehousing
- Data integration
- SQL