

## **GENESYS**

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## iWD Deployment Guide

Configuring Data Mart for GCXI Reporting

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The GCXI Microstrategy reporting solution for iWD Data Mart uses an abstract data model pre-built on the Microstrategy server. To make GCXI Reporting work properly, the underlying aggregate plug-in tables must be created in the iWD Data Mart database schema. Currently, the data model on GCXI is pre-built for the Classification, Capture, Queue and Agent plug-ins.

The process of creating the appropriate database objects is triggered automatically during start-up of iWD Runtime Node. For startup to complete correctly, it is necessary to verify that the appropriate plug-ins are enabled. To enable the Classification, Capture, Queue or Agent plug-ins, please use the information here.