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## Reporting and Analytics Aggregates

agg-feature Section

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Use the aggregate-feature section of a Genesys Info Mart application to enable aggregation of special features. This section must be named **[agg-feature]**.

### disable-names-check

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.010

Instructs RAA to disable the checking of object names for compatibility with Oracle 12.1 object name limitations. Remove this option from this section to have RAA check during startup to ensure that the names of new aggregates, metrics, and attributes are compatible with restrictions on object name length in Oracle 12.1.

Note that disabling this check can cause RAA to run in an Oracle 12.1 environment where object names exceed the maximum limit imposed by the RDBMS, which can cause RAA to stop unexpectedly.

Previously, this option was incorrectly described in this document as *disable-name-check*.

### enable-available-features

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section

issues the described instructions to RAA.

**Changes Take Effect:** After restart

**Introduced:** 8.5.011

Enables all available features in the [agg-feature] section, with the exception of **enable-gpr-fcr**, which is enabled by this option only in release 8.5.011.02.

## enable-bgs

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.003

Instructs RAA to enable the Bot Gateway Server (BGS) table: AGT\_BGS\_SESSION. To have RAA exclude BGS data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-callback

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.1.405.02

Instructs RAA to aggregate the AGT\_CALLBACK table.

To have RAA exclude callback interactions, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-chat

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.003

**Modified:** 8.5.011.02, 8.5.011.04

Instructs RAA to enable the AGT\_CHAT\_STATS table. To have RAA exclude chat data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this

option is automatically enabled, and you do not need to enable it explicitly.

This option was introduced in RAA release 8.5.003.00 and was supported only on deployments with Genesys Info Mart 8.5.014.24 or later. Beginning with RAA release 8.5.011.04, this option is supported on deployments with Genesys Info Mart release 8.5.011.14 and later.

## enable-chat-thread

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.009

Instructs RAA to enable the AGT\_CHAT\_THREAD table (AGT\_CHAT\_THREAD\_STATS in release 9.0.011 and earlier). To have RAA exclude chat thread data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-cobrowse

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process.

**Introduced:** 8.5.006

Instructs RAA to enable the Co-browse table (AGT\_COBROWSE\_AGENT). To have RAA exclude Co-browse data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-gpr

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process.

**Introduced:** 8.5.002.00

Enables Genesys Predictive Routing (GPR) - related columns in four aggregate tables (AG2\_ID, AG2\_I\_AGENT, AG2\_QUEUE, and AG2\_QUEUE\_GRP).

To have RAA exclude Predictive Reporting data from these tables, remove this option from this section. The columns are not presented if feature is not enabled.

The GPR columns are as follows:

**AG2\_ID** GPM\_PREDICTOR\_KEY GPM\_MODEL\_KEY GPM\_RESULT\_KEY GPM\_AGENT\_SCORE GPM\_ACTIVE GPM\_ERROR GPM\_WAIT\_TIME

**AG2\_I\_AGENT** GPM\_PREDICTOR\_KEY GPM\_MODEL\_KEY GPM\_RESULT\_KEY GPM\_AGENT\_SCORE GPM\_ACTIVE GPM\_ERROR

**AG2\_QUEUE** GPM\_PREDICTOR\_KEY GPM\_MODEL\_KEY GPM\_RESULT\_KEY GPM\_AGENT\_SCORE GPM\_ACTIVE GPM\_ERROR

**AG2\_QUEUE\_GRP** GPM\_PREDICTOR\_KEY GPM\_MODEL\_KEY GPM\_RESULT\_KEY GPM\_AGENT\_SCORE GPM\_ACTIVE GPM\_ERROR

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-gpr-fcr

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process.

**Introduced:** 8.5.002.00

**Modified:** 8.5.011.03

Enables the aggregate table ID\_FCR (AG2\_ID\_FCR), which provides aggregate information to support reporting on Genesys Predictive Routing (GPR).

To have RAA exclude Predictive Reporting data, remove this option from this section. The table is not presented if feature is not enabled.

The AG2\_ID\_FCR table contains the following columns:

```
SELECT DATE_TIME_KEY, INTERACTION_DESCRIPTOR_KEY, TENANT_KEY, MEDIA_TYPE_KEY,  
INTERACTION_TYPE_KEY, USER_DATA_KEY1, USER_DATA_KEY2, GPM_PREDICTOR_KEY,  
GPM_MODEL_KEY, GPM_RESULT_KEY, ACCEPTED, ACCEPTED_FCR, ACCEPTED_CUSTID FROM  
AG2_ID_FCR_DAY;
```

In RAA release 8.5.011.03 and later deployments, you must explicitly enable this option even if the **enable-available-features** option is set. (In RAA release 8.5.011.02, when the **enable-available-features** option was introduced, enable-gpr-fcr was automatically enabled if you set **enable-available-features**.)

## enable-media-neutral

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process.

**Introduced:** 8.5.008

Enables the aggregate table I\_MN\_SESS\_STATE, which provides aggregate information to support

reporting on agent states irrespective of media channel.

To have RAA exclude media-neutral data, remove this option from this section. The table is not presented if feature is not enabled.

The I\_MN\_SESS\_STATE table contains the following columns: DATE\_TIME\_KEY, GROUP\_COMBINATION\_KEY, RESOURCE\_KEY, TENANT\_KEY, ACTIVE\_TIME, READY\_TIME, NOT\_READY\_TIME, BUSY\_TIME, WRAP\_TIME, READY, NOT\_READY, BUSY, WRAP

The media-neutral aggregate table in RAA is based on the Genesys Info Mart table SM\_MEDIA\_NEUTRAL\_STATE\_FACT. Genesys Info Mart 8.5.013 or later is required to support this feature. You must also enable population of the Genesys Info Mart SM\_MEDIA\_NEUTRAL\_STATE\_FACT table by setting the populate-media-neutral-sm-facts option to **true**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-media-neutral

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process.

**Introduced:** 8.5.008

Enables the aggregate table I\_MN\_SESS\_STATE, which provides aggregate information to support reporting on agent states irrespective of media channel.

To have RAA exclude media-neutral data, remove this option from this section. The table is not presented if feature is not enabled.

The I\_MN\_SESS\_STATE table contains the following columns: DATE\_TIME\_KEY, GROUP\_COMBINATION\_KEY, RESOURCE\_KEY, TENANT\_KEY, ACTIVE\_TIME, READY\_TIME, NOT\_READY\_TIME, BUSY\_TIME, WRAP\_TIME, READY, NOT\_READY, BUSY, WRAP

The media-neutral aggregate table in RAA is based on the Genesys Info Mart table SM\_MEDIA\_NEUTRAL\_STATE\_FACT. Genesys Info Mart 8.5.013 or later is required to support this feature. You must also enable population of the Genesys Info Mart SM\_MEDIA\_NEUTRAL\_STATE\_FACT table by setting the populate-media-neutral-sm-facts option to **true**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-opt-kit

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the [agg-feature] section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 9.0.001.10

Activate this option to enable Oracle hints for aggregation SQL queries. Enabling these hints can be helpful if, for example, you observe a regression of RAA performance on your Oracle database after upgrade. Oracle hints were always enabled in releases 9.0.001.07 and earlier.

## enable-sdr

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.001.30

Instructs RAA to enable SDR aggregate tables: SDR\_ACTIVITY, SDR\_SESS\_MILESTONE, SDR\_SESSION and SDR\_SESS\_BLOCK . To have RAA exclude SDR aggregate data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## enable-sdr-bot

**Default Value:** No default value

**Valid Values:** None. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 9.0.001.03

Instructs RAA to enable the AGT\_SDR\_BOT table. To have RAA exclude bot data, remove this option from this section.

This option was introduced in RAA release 9.0.001.03, and is supported only on deployments with Genesys Info Mart 8.5.015.15 or later.

## enable-sdr-survey

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.001.48

Instructs RAA to enable SDR Survey tables: SDR\_SURVEY\_ANS, SDR\_SURVEY. To have RAA exclude SDR Survey data, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## eServicesSM

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:**

Instructs RAA to map IRF\_USER\_DATA\_KEYS.GEN\_ES\_KEY to USER\_DATA\_KEY1 in the H\_ID, H\_AGENT, H\_AGENT\_GRP, and H\_AGENT\_QUEUE hierarchies, and populate aggregated data for social-media measures in some of the aforementioned hierarchies.

Causes RAA to populate aggregated data for the following social-media measures:

- INFLUENCE
- INFLUENCE\_ENTERED
- INFLUENCE\_OFFERED
- ACTIONABILITY
- ACTIONABILITY\_ENTERED
- ACTIONABILITY\_OFFERED
- SENTIMENT
- SENTIMENT\_ENTERED
- SENTIMENT\_OFFERED

Refer to the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS for descriptions of these database fields. To stop population of the aforementioned fields, remove this option from this section.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## excludeConsult

**Default Value:** none (include consult interactions)

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.1.101.07

Instructs RAA to exclude consult interactions in ACC and ABN queue aggregates, and count only customer calls (thus mimicking release 8.1.1 behavior).

To have RAA include consult interactions, remove this option from this section.

## materialize-subhour-in-db

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.1.400.23

Instructs RAA to materialize RAA subhour views as tables.

Remove this option from this section to have RAA replace the SUBHR table with a view (for disposition-based hierarchies only).

## ms-sql-std-edition

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** Upon restart of the aggregation process

Instructs RAA to enable support for MS SQL Server Standard Edition. Note that support for MS SQL Server Standard Edition is enabled automatically in most release 8.5 deployment scenarios, so this option is not needed in most deployments.

## no-queue-user-data

**Default Value:** No default value

**Valid Values:** Either:

- WORKBIN\_KEY—if the deployment includes preexisting customization with USER\_DATA\_KEY1, USER\_DATA\_KEY2, and INTERACTION\_DESCRIPTOR\_KEY columns.
- INTERACTION\_DESCRIPTOR\_KEY—if the deployment includes preexisting customization only with USER\_DATA\_KEY1, and USER\_DATA\_KEY2 columns.

**Changes Take Effect:** After restart of the aggregation process.

Instructs RAA to ignore preexisting customizations and use out-of-box definitions.

Remove this option from this section to have RAA disable out-of-box user-data support when preexisting user-data is present.

## partitioned-gim

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart of the aggregation process

**Introduced:** 8.5.000.02

Instructs RAA to apply the partition kit.

Remove this option from this section to disable the partition kit.

In releases that support this option, `partition-kit.ss` files are no longer needed. This option replaces the functionality formerly provided through `partition-kit.ss` files.

Note that support for partitioned environments is enabled automatically in most release 8.5 deployment scenarios, so this option is not needed in most deployments.

## post-call-survey

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart

Instructs RAA to enable the post-call-survey columns in the AGENT, AGENT\_GRP, AGENT\_QUEUE, and ID tables. To disable these columns, remove this option from the section.

RAA can populate these columns only after you run the optional Genesys Info Mart script **make\_gim\_post\_call\_survey.sql**.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.

## user-data-gen-dim

**Default Value:** No default value

**Valid Values:** none. This option takes no values—its presence alone within the **[agg-feature]** section issues the described instructions to RAA.

**Changes Take Effect:** After restart

**Introduced:** 8.5.011

When enabled, this feature adds the USER\_DATA\_GEN\_KEY1 and USER\_DATA\_GEN\_KEY2 dimensions to the following aggregate tables: ID, AGENT, AGENT-CAMPAIGN, AGENT\_GRP, QUEUE, QUEUE\_GRP, AGENT\_QUEUE, QUEUE\_ABN, QUEUE\_ACC, and CAMPAIGN. The aggregate tables take values from USER\_DATA\_GEN\_DIM\_KEY\_1 and USER\_DATA\_GEN\_DIM\_KEY\_2 of the IRF\_USER\_DATA\_KEYS table.

In RAA release 8.5.011 and later deployments, if the **enable-available-features** option is set, this option is automatically enabled, and you do not need to enable it explicitly.