Reporting and Analytics Aggregates

Genesys Configuration Options Current

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Reporting and Analytics Aggregates Options Reference

Welcome to the Options Reference for Reporting and Analytics Aggregates. This document provides full information about all the configuration options that are set on the Reporting and Analytics Aggregates application object and in Reporting and Analytics Aggregates–related configuration sections on other objects, such as DNs.

For more information about how to configure Reporting and Analytics Aggregates (RAA) options on various objects, including Genesys Info Mart Application, see the section 'How Do I Configure Genesys Info Mart for Aggregation?' in the *Reporting and Analytics Aggregates Deployment Guide*.

Genesys Info Mart Application

Options for this component are contained in the following configuration sections:

- agg
- agg-feature
- agg-gim-thld-AGENT-IXN
- agg-gim-thld-CHAT-ACC
- agg-gim-thld-CHAT-PARKING
- agg-gim-thld-ID-IXN
- agg-gim-thld-QUEUE-ABN
- agg-gim-thld-QUEUE-ACC
- agg-gim-thld-QUEUE-IXN
- agg-populate-disable
- gim-etl
- schedule

Tip

In the summary table(s) below, type in the Search box to quickly find options, configuration sections, or other values, and/or click a column name to sort the table. Click an option name to link to a full description of the option. Be aware that the default and valid values are the values in effect with the latest release of the software and may have changed since the release you have; refer to the full description of the option to see information for earlier releases.

Power users: **Download a CSV file** containing default and valid values and descriptions.

The following options are configured at the application level (in other words, on the application object).

Section	Option	Default	Changes Take Effect
agg	agg-level-<level>-delay	0	After restart
agg	deadlock-threshold	1800 (30 min)	After restart
agg	default-tz-offsets	0,0	After restart
agg	level-of-log	.:INFO	After restart
agg	realtime-offset	900 (15 minutes)	Either: • In autonomous mode, upon restart of the aggregation process. • In integrated mode, immediately upon every 5-minute reevaluation.
agg	sub-hour-interval	30min	After restart
agg	warning-threshold	300 seconds (5 minutes)	After restart
agg	writer-schedule	default=flex(3:1) (Three writers that are dedicated to Z1 and one writer that is dedicated to Z2.)	Either: • In autonomous mode, upon the next start of the aggregation process. • In integrated mode, immediately upon every 5-minute reevaluation.
agg	zone-offset	115200 (32 hours)	After restart of the aggregation process
agg-feature	disable-names-check	No default value	After restart of the aggregation process
agg-feature	enable-available-features	No default value	After restart
agg-feature	enable-bgs	No default value	After restart of the aggregation process
agg-feature	enable-callback	No default value	After restart of the aggregation process
agg-feature	enable-chat	No default value	After restart of the aggregation process
agg-feature	enable-chat-thread	No default value	After restart of the aggregation process
agg-feature	enable-cobrowse	No default value	After restart of the aggregation process.
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
agg-feature	enable-gpr	No default value	After restart of the aggregation process.
agg-feature	enable-gpr-fcr	No default value	After restart of the aggregation process.
agg-feature	enable-media-neutral	No default value	After restart of the aggregation process.
agg-feature	enable-opt-kit	No default value	After restart of the aggregation process
agg-feature	enable-sdr	No default value	After restart of the aggregation process
agg-feature	enable-sdr-bot	No default value	After restart of the aggregation process
agg-feature	enable-sdr-survey	No default value	After restart of the aggregation process
agg-feature	eServicesSM	No default value	
agg-feature	excludeConsult	none (include consult interactions)	After restart of the aggregation process
agg-feature	materialize-subhour-in-db	No default value	After restart of the aggregation process
agg-feature	ms-sql-std-edition	No default value	Upon restart of the aggregation process
agg-feature	no-queue-user-data	No default value	After restart of the aggregation process.
agg-feature	partitioned-gim	No default value	After restart of the aggregation process
agg-feature	post-call-survey	No default value	After restart
agg-feature	user-data-gen-dim	No default value	After restart
agg-gim-thld-AGENT-IXN	<media>	The value specified by the default option.	After the next run of aggregation.
agg-gim-thld-AGENT-IXN	default	5	After start of the next aggregation cycle
agg-gim-thld-CHAT-ACC	<media>	The value specified by the default option.	After restart
agg-gim-thld-CHAT-ACC	default	15	After restart
agg-gim-thld-CHAT-PARKING	<media>	Value Specified by the default option	After the next run of aggregation.
agg-gim-thld-CHAT-PARKING	default	28800	After restart of the aggregation process
agg-gim-thld-ID-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-ID-IXN	default	5,15,3600,7200	After start of the next aggregation cycle
agg-gim-thld-QUEUE-	<media>	The value specified by	Upon the next run of
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
ABN		the default option.	aggregation.
agg-gim-thld-QUEUE-ABN	default	5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200	Upon start of the next aggregation cycle
agg-gim-thld-QUEUE-ACC	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-ACC	default	5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200	Upon start of the next aggregation cycle
agg-gim-thld-QUEUE-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-IXN	default	5,15,15,5,15,15	Upon start of the next aggregation cycle
agg-populate-disable	default	No default value	Upon start of the next aggregation cycle
gim-etl	aggregation-engine-class-name	GIMAgg.GimInterfaceImpl.AggregationImpl	After restart
schedule	aggregate-duration	23:00 (23 hours)	Immediately
schedule	aggregate-schedule	0 1 (once a day starting at 1:00 AM)	Immediately
schedule	run-aggregates	true	Immediately
Section	**Option**	**Default**	**Changes Take Effect**

Other Configuration Objects

Database Access Point (DAP)

The following options are configured at the DAP level (in other words, on the DAP object).

Section	Option	Default	Changes Take Effect
gim-etl	agg-jdbc-url	No default value	On restart of the Genesys Info Mart Server.
Section	**Option**	**Default**	**Changes Take Effect**

DN

The following options are configured at the DN level (in other words, on the DN object).

Section	Option	Default	Changes Take Effect
agg-gim-thld-QUEUE-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-IXN	default	5,15,15,5,15,15	Upon start of the next aggregation cycle
Section	**Option**	**Default**	**Changes Take Effect**

Script

The following options are configured at the Script level (in other words, on the Script object).

Section	Option	Default	Changes Take Effect
agg-gim-thld-QUEUE-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
Section	**Option**	**Default**	**Changes Take Effect**

Switch

The following options are configured at the Switch level (in other words, on the Switch object).

Section	Option	Default	Changes Take Effect
agg-gim-thld-QUEUE-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-IXN	default	5,15,15,5,15,15	Upon start of the next aggregation cycle.
Section	**Option**	**Default**	**Changes Take Effect**

Tenant

The following options are configured at the Tenant level (in other words, on the Tenant object).

Section	Option	Default	Changes Take Effect
agg-gim-thld-AGENT-IXN	<media>	The value specified by the default option.	After the next run of aggregation.
agg-gim-thld-AGENT-IXN	default	5	After start of the next aggregation cycle
agg-gim-thld-ID-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-ID-IXN	default	5,15,3600,7200	After start of the next
Section	**Option**	**Default**	**Changes Take Effect**

Section	Option	Default	Changes Take Effect
			aggregation cycle
agg-gim-thld-QUEUE-ABN	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-ABN	default	5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200	Upon start of the next aggregation cycle
agg-gim-thld-QUEUE-ACC	<media>	The value specified by the default option.	Upon the next run of aggregation.
agg-gim-thld-QUEUE-ACC	default	5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200	Upon start of the next aggregation cycle
agg-gim-thld-QUEUE-IXN	<media>	The value specified by the default option.	Upon the next run of aggregation.
Section	**Option**	**Default**	**Changes Take Effect**

agg Section

Use the aggregate section of a Genesys Info Mart application to define the general behavior of the aggregation process. The values of options in this section impact all aggregation hierarchies. This section must be named **[agg]**.

agg-level-<level>-delay

Default Value: 0
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the minimum delay (seconds) between aggregation runs, on a level-by-level basis. This option is available beginning with RAA release 8.5.001.45, and applies to materialized levels only (day and higher).

The delay is applied based on the aggregation level, as follows:

```
agg-level-<level>-delay=<seconds>
```

where `<level>` is one of: `day, week, month, quarter, year` and `<seconds>` is the number of seconds (or a calculation, such as `60*60*12`) to delay aggregation for that level. The *minimum* delay permitted for each level is as follows:

- day: `3600` seconds (1 hour)
- week: `3600*3` seconds (3 hours)
- month and quarter: `3600*12` seconds (12 hours)
- year: `86400` seconds (1 day)

Note that delaying aggregation at any given level also delays aggregation at higher levels, because each level is based on the levels below it. So, delaying aggregation of day-level [materialized] data, also delays aggregation of week, month, quarter, and year levels.

deadlock-threshold

Default Value: 1800 (30 min)
Valid Values: Any positive integer
Changes Take Effect: After restart

Specifies the amount time, in seconds, within which each aggregation writer thread must return the results of its aggregation of a batch of data. If a writer thread does not respond within this time frame, RAA assumes either that the process is deadlocked or that the database is too slow and cannot process aggregation in a timely fashion. When the deadlock-threshold time period has elapsed, RAA cancels all database queries and closes all sessions. To resume processing, aggregation must be restarted.

Genesys recommends that you do not set this option's value to less than 900 seconds.

default-tz-offsets

Default Value: 0,0
Valid Values: a,b
where: a = the number of seconds of the winter offset and b = the number of seconds of the summer offset.
Changes Take Effect: After restart

Specifies the winter and summer Universal Coordinated Time (UTC) offset, in seconds, from the time zone of the DATE_TIME table for environments:

- Whose offsets are in increments other than one hour—that is, whose offset is not evenly divisible by 3600.
- That configure more than one time zone.

For example, an offset of six and a half hours (UTC+06:30) with recognition of daylight saving time in the summer of one hour would be configured as follows:
`default-tz-offsets=23400,27000`

level-of-log

Default Value: `.:INFO`
Valid Values: `[category]:[<value>][,category:[<value>]...]`
where `category` is either "`.`" (for the root logging category) or "`Agg`", and `value` corresponds to the desired level of log information: SEVERE, WARNING, INFO, CONFIG, FINE, FINER, FINEST, ALL, OFF.
Changes Take Effect: After restart

Specifies the detail level of log messages that the Genesys Info Mart Server generates for aggregation-related activity, by category. Specify "." for the root logging category; otherwise, specify

“Agg”.

The lower the value level, the greater the detail that the Genesys Info Mart Server logs. When you specify no value at all, Genesys Info Mart Server uses the default value, .:INFO. Valid levels of log detail are:

- `SEVERE`—Genesys Info Mart Server logs only severe messages from the corresponding category.
- `WARNING`—Genesys Info Mart Server logs severe and warning messages from the corresponding category.
- `INFO`—Genesys Info Mart Server logs severe, warning, and informational messages from the corresponding category.
- `CONFIG`—Genesys Info Mart Server logs severe, warning, informational, and configuration messages from the corresponding category.
- `FINE`—Same as `CONFIG` plus an even finer detail of messages from the corresponding category.
- `FINER`—Same as `FINE` plus an even finer detail of messages from the corresponding category.
- `FINEST`—Same as `FINER` plus an even finer detail of messages.
- `ALL`—Genesys Info Mart Server logs all messages from the corresponding category.
- `OFF`—Genesys Info Mart Server logs no messages from the corresponding category.

The lower the value, the greater the detail that the Genesys Info Mart Server logs. When you specify no value at all, Genesys Info Mart Server uses the default value, `.:INFO`.

realtime-offset

Default Value: 900 (15 minutes)
Valid Values: 0–7200 (2 hours)

Changes Take Effect: Either:

- In autonomous mode, upon restart of the aggregation process.
- In integrated mode, immediately upon every 5-minute reevaluation.

Specifies the number of seconds that the upper boundary of Zone 1 is offset from aggregation. Zone 1 contains the most recent aggregation notification requests. Use this option in conjunction with the writer-schedule and zone-offset configuration options to fine-tune aggregation dispatching.

Zone 1 represents a sliding window of time that is bound by two timestamps:

- The moment in time (t) that the aggregation process is running minus the number of seconds specified by this option defines the end of the sliding window.
- The moment in time represented by t minus the number of seconds specified by this option minus the number of seconds specified by the **zone-offset** option marks the beginning of the sliding window.

Once the aggregation process starts, every five minutes thereafter it redefines Zone 1 and the Zone 1 upper boundary. RAA will not aggregate data above this boundary.

You specify a real-time offset to eliminate the overlap that might occur between the Genesys Info Mart ETL transformation process (writing data to Info Mart) and the RAA aggregation process (reading Info Mart data). With this offset, you can prevent RAA from aggregating data that is currently being transformed—data that is likely to be significantly changed by Genesys Info Mart ETL. Moreover, on some RDBMSs—Microsoft SQL Server, in particular—database locks could result if you specify too short a value for this option. To minimize this possibility, specify a large enough value to instruct RAA to avoid processing data that Genesys Info Mart ETL is likely to be writing.

sub-hour-interval

Default Value: `30min`
Valid Values: `15min, 30min`
Changes Take Effect: After restart

Specifies the lowest time level of aggregation, in minutes, for the AG2_*_SUBHR tables.

You must choose a value for this option before the aggregation engine writes data to the subhour aggregation tables and avoid changing it afterwards. Otherwise, aggregation results will be difficult to interpret. If you do want to change the value of this option and data has been written to the subhour tables, you must first stop aggregation and purge all data from the SUBHR tables before resetting the value of this option. In addition, if it is necessary to have data for the period of time that data was purged, you must rerun aggregation for that period.

warning-threshold

Default Value: 300 seconds (5 minutes)
Valid Values: Any positive integer
Changes Take Effect: After restart
Introduced: 8.5.005.02

Specifies the amount of time, in seconds, within which aggregation is expected to complete. If it has not completed within the specified period of time, the plan of the SQL query of aggregation is written to the log with the log level WARNING.

writer-schedule

Default Value: `default=flex(3:1)`
(Three writers that are dedicated to Z1 and one writer that is dedicated to Z2.)

Valid Values: `default=p(a:b)[,hour(HH-HH)=p(c:d)][,hour(HH-HH)=p(e:f)]` (no spaces) where:

- The `default` keyword indicates that the writer assignments for each zone define the schedule for hours that you do not explicitly configure using the hour keyword. Where:

  - p represents the degree of pliability: `flex` (for a flexible schedule) or `strict`. A flexible schedule enables RAA to borrow writer threads from the other zone when there are insufficient idle threads dedicated to the current zone to handle aggregation requests. Conversely, RAA will never borrow threads when the degree of pliability is `strict`.
  - `default=strict(3:5)` means that the default schedule mandates that 3 writers always be dedicated to Z1, and 5 always to Z2. The schedule indicated by the `hour` keyword supersedes the default schedule.
- The `hour` keyword indicates that the immediate schedule defines the writer assignments for the indicated span of whole hours using a 24-hour clock. For example:
  - `hour(8-19)` defines the immediate schedule from 8:00 am to 6:59 pm.
  - `hour(20-7)` defines the immediate schedule from 8:00 pm to 6:59 am.

  This parameter also accepts the argument `hour(#-#)=purge`, which enables and schedules purging of aggregate data. For more information about purging, see **RAA Aggregation Runtime Parameters** in the *Reporting and Analytics Aggregates Deployment Guide*. There are no resets at midnight, and you can configure any number of hour constructs. RAA uses the schedule of the first encountered.
- a, c, and e specify the number of writers for Zone 1.
- b, d, and f specify the number of writers for Zone 2. The maximum number of writer Z1–Z2 pairings must not exceed 10. `default=strict(10:0)` is valid, whereas `hour(0,6)=flex(2,9)` is not; (2+9>10).

Changes Take Effect: Either:

- In autonomous mode, upon the next start of the aggregation process.
- In integrated mode, immediately upon every 5-minute reevaluation.

writer-schedule controls the schedule for the number of writers that RAA dedicates to the aggregation of notifications received in Zone 1 (Z1) and Zone 2 (Z2).

- Z1 consists of the more recent notifications about pending aggregation requests of the most recent data and is bound by the timestamps implied by the values of the **realtime-offset** and **zone-offset** configuration options.
- Z2 consists of notifications about older data and is bound only by the timestamp implied by the value of the **zone-offset** configuration option. (Refer to the descriptions of these options to learn how RAA determines these timestamps.)

For more information about aggregation dispatching, see **How Do I Configure Genesys Info Mart for Aggregation?** in the *Reporting and Analytics Aggregates Deployment Guide*.

zone-offset

Default Value: `115200` (32 hours)
Valid Values: Integers between `8100` (>2 hours) and `800000000` (>25 years) inclusive. Use of the largest values is designed to effectively eliminate Zone 2.

Changes Take Effect: After restart of the aggregation process

Specifies the length of Zone 1 (housing the most recent aggregation notification requests) in seconds. This option also indirectly defines the boundary between Zone 2 and Zone 1.

The zone offset represents a sliding window of time bound by two timestamps:

- The end of the sliding window is defined by the moment in time (*t*) that the aggregation process starts minus the number of seconds specified by the realtime-offset configuration option.
- The moment of time represented by t minus the real-time offset minus the number of seconds specified by this option marks the beginning of the sliding window.

The beginning of Zone 1 also marks the end of Zone 2. Refer to the *Reporting and Analytics Aggregates User's Guide* for an illustration of zones 1 and 2 delineated by the zone and real-time offsets. Use this option in conjunction with the **realtime-offset** and **writer-schedule** configuration options to fine-tune aggregation dispatching.

agg-feature Section

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 prexisting 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.

agg-gim-thld-AGENT-IXN Section

This section must be named either: **[agg-gim-thld-AGENT-IXN]** or **[agg-gimthld-AGENT-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-AGENT-IXN-MyGIM]
The thresholds that you configure in this section affect measures whose definition relies on the definition of short-engagement (or short-talk) in the H_AGENT, H_AGENT_GRP, H_AGENT_CAMPAIGN, and H_AGENT_QUEUE hierarchies.

<media>

Default Value: The value specified by the default option.
Valid Values: From `0` to `(2^31-1)`
Changes Take Effect: After the next run of aggregation.

Specifies one short-engagement threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers could not have taken place on the specific media that is identified by the name of this option.

The option name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.
For example:
`email=300` (5 minutes)
For the named media only, the value of this option overrides the default value.

default

Default Value: 5
Valid Values: From `0` to `(2^31-1)`
Changes Take Effect: After start of the next aggregation cycle

Specifies one threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers (for those interactions that an agent accepts) could not have taken place,

such as when an agent accepts and then immediately releases the interaction—whether intentionally or not. This option controls what data the aggregation process writes to the **SHORT** field of the AG2_AGENT_* aggregate tables.

For information about this group of tables, see the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS:

- Microsoft SQL Server
- Oracle
- PostgreSQL

agg-gim-thld-CHAT-ACC Section

This section must be named either: **[agg-gim-thld-CHAT-ACC]** or **[agg-gim-thld-CHAT-ACC-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-CHAT-ACC-MyGIM]
The thresholds that you configure in this section affect metrics in the AGT_CHAT_AGENT and AGT_CHAT_AGENT_GRP tables.

<media>

Default Value: The value specified by the default option.
Valid Values: A value that exists in the Genesys Info Mart MEDIA_TYPE.MEDIA_NAME_CODE field.
Changes Take Effect: After restart

An option name that corresponds to a value that exists in the Genesys Info Mart table MEDIA_TYPE.MEDIA_NAME_CODE field.

default

Default Value: 15
Valid Values:
Changes Take Effect: After restart

Specifies the accept-duration-threshold, defining the amount of time, in seconds, that we expect a customer to wait for an agent.

agg-gim-thld-CHAT-PARKING Section

This section must be named either: **[agg-gim-thld-CHAT-PARKING]** or **[agg-gim-thld-CHAT-PARKING-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-CHAT-PARKING-MyGIM]
The thresholds that you configure in this section affect metrics in the AGT_CHAT_STATS table.

<media>

Default Value: Value Specified by the default option
Valid Values: A value that exists in the Genesys Info Mart MEDIA_TYPE.MEDIA_NAME_CODE field.
Changes Take Effect: After the next run of aggregation.

An option name that corresponds to a value that exists in the Genesys Info Mart MEDIA_TYPE.MEDIA_NAME_CODE field.

default

Default Value: 28800
Valid Values: Valid values range from 1 to 2147483647
Changes Take Effect: After restart of the aggregation process

The threshold values that you configure in this section are used to count interactions based on whether they were in the parking queue for longer than the threshold value:

- If the amount of time that the interaction spent in the queue is equal to or less than the threshold value, it is counted in the metric SESSIONS_PARKED_SHORT
- If the amount of time that the interaction spent in the queue is greater than than the threshold value, it is counted in the metric SESSIONS_PARKED_LONG

agg-gim-thld-ID-IXN Section

- <media>
- default

This section must be named **[agg-gim-thld-ID-IXN]** or **[agg-gim-thld-iD-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment—for example, **[agg-gim-thld-ID-IXN-MyGIM]**. The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

For example:
[agg-gim-thld-ID-IXN-MyGIM].
The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

- Short-abandoned threshold—the number of seconds that you determine to be too few or an insufficient amount of time for any online contact center interaction to have been answered or accepted by a first handling resource before that interaction was abandoned by the customer or dropped for any other reason. This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.
- Acceptance threshold—the number of seconds that you determine to be too great for any contact center interaction not to have been answered or accepted by a first handling resource.
- Response threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have had a response sent.
- Finish threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have been completed.

Refer to column descriptions of the AG2_ID table in the Physical Data Model (PDM) documentation for your RDBMS to learn which measure definitions rely on the values of the aforementioned thresholds; PDM information for Reporting and Analytics Aggregates is available in the following documents

- Microsoft SQL Server
- Oracle
- PostgreSQL

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds for the specific media that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

Example: `voice=5,10,15,20` For the named media only, the value of this option overrides the previously defined default value.

default

Default Value: `5,15,3600,7200`

Valid Values: `a,b,c,d` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold
- b=acceptance threshold
- c=response threshold
- d=finish threshold

The sequence of values does not have to consist of increasing values.

Changes Take Effect: After start of the next aggregation cycle

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds.

If you specify fewer than four thresholds, the aggregation process internally supplies a value of `0` for each unspecified threshold; that is: `5,15` is equivalent to `5,15,0,0`.
Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option actually enables the configuration of up to 19 thresholds.

agg-gim-thld-QUEUE-ABN Section

This section must be named **[agg-gim-thld-QUEUE-ABN]** or **[agg-gim-thld-QUEUE-ABN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-QUEUE-ABN-MyGIM].
The thresholds that you configure in this section pertain to the H_QUEUE_ABN hierarchy. You can configure up to 19 abandon-in-queue thresholds for classifying abandoned interactions.
To learn which measure definitions rely on the values of thresholds in this section, refer to column descriptions of the H_QUEUE_ABN hierarchy in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS:

- Microsoft SQL Server
- Oracle
- PostgreSQL

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds for the time, in seconds, of abandonment for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200`
For the named media only, the value of this option overrides the previously defined default value.

default

Default Value:
`5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200`
Valid Values: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s (19 integers) where each letter represents an integer

from 0 to 2^{31}-1 and the sequence must increase monotonically. Specifying a 0 value at any position terminates the sequence from that point at which 0 was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds for the time, in seconds, that interactions are abandoned. This option controls what data the aggregation process writes to the ABANDONED_STI columns of the AG2_QUEUE_ABN_* aggregate tables.

This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.

For example, RAA attributes an interaction to the ABANDONED_STI_1 column if the amount of time that elapsed before the interaction was abandoned, x, falls within the first bucket: `0 < x <= 1stThreshold` (where `1stThreshold`, by default, is 5 seconds)
Interactions are attributed to the ABANDONED_STI_18 column if they were abandoned within the 18th bucket, which is defined, by default, as: `86400 < xi <= 172800` (where *i* is a specific interaction)
`ABANDONED_STI_20` receives the tally of all interactions that were abandoned beyond the 19th threshold (`259200` seconds or 3 days, by default).
If you specify fewer than 19 thresholds, the aggregation process internally supplies a value of `0` for each unspecified threshold to terminate the sequence; that is: `5,15,30` is equivalent to `5,15,30,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0`

agg-gim-thld-QUEUE-ACC Section

This section must be named **[agg-gim-thld-QUEUE-ACC]** or **[agg-gim-thld-QUEUE-ACC-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-QUEUE-ACC-MyGIM].
The thresholds that you configure in this section pertain to the H_QUEUE_ACC_AGENT hierarchy. You can configure up 19 thresholds for classifying speed-of-accept times for the first handling of interactions that are distributed from a particular queue.
To learn which measure definitions rely on the values of thresholds in this section, refer to column descriptions of the H_QUEUE_ACC_AGENT hierarchy in the Reporting and Analytics Aggregates Physical Data Model documentation for your RDBMS:

- Microsoft SQL Server
- Oracle
- PostgreSQL

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds of agent-response times, in seconds, for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200`

For the named media only, the value of this option overrides the previously defined default value.

default

Default Value:

5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200
Valid Values: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s where each letter represents an integer from 0 to $2^{31}-1$ and the sequence must increase monotonically. Specifying a 0 value at any position terminates the sequence from that point at which 0 was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds of agent-response times, in seconds, for the first handling of contact center interactions. This option controls what data the aggregation process writes to the ACCEPTED_AGENT_STI columns of the AG2_QUEUE_ACC_AGENT_* aggregate tables.

For example, RAA attributes an interaction to the ACCEPTED_AGENT_STI_1 column if the agent's response time, x, for the interaction falls within the first bucket: 0 < x <= 1stThreshold, where 1stThreshold, by default, is 5 seconds.
Interactions are attributed to the ACCEPTED_AGENT_STI_9 column if the agents' response times fall within the 9th bucket, which is defined, by default, as: 180 < xi <= 240, where i is a specific interaction.
ACCEPTED_AGENT_STI_20 receives the tally of all interactions in which agent response times fall beyond the 19th threshold (259200 seconds or 3 days, by default). If you specify fewer than 19 thresholds, the aggregation process internally supplies a values of 0 for each unspecified threshold to terminate the sequence; that is: 5,15,30 is equivalent to
5,15,30,0,0,0,0,0,0,0,0,0,0,0,0,0,0.

agg-gim-thld-QUEUE-IXN Section

This section must be named **[agg-gim-thld-QUEUE-IXN]** or **[agg-gim-thld-QUEUE-IXN-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example: **[agg-gim-thld-QUEUE-IXN-MyGIM]**
The values that you configure in this section affect measures in the H_QUEUE and H_QUEUE_GRP hierarchies—measures whose definition relies on two sets of the following thresholds:

- Short-abandoned threshold—the number of seconds in queue that you determine to be an insufficient amount of time for interactions to have been distributed before that interaction was abandoned by the customer or dropped for any other reason. This threshold applies only to online media; if it is used in a report to describe offline media, a value of zero is displayed.
- Acceptance threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to a first handling resource.
- Accepted-by-agent threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to an agent resource.

The first set of each threshold is for interactions that exclude consultations. The second set of each threshold is exclusively for consult interactions. One set of each of these thresholds is exclusively for consult interactions; the other set is for interactions that exclude consultations. Refer to columns descriptions of the H_QUEUE and H_QUEUE_GRP hierarchies in the Physical Data Model (PDM) documentation for your RDBMS to learn which measure definitions rely on the values of the aforementioned thresholds; PDM information for Reporting and Analytics Aggregates is found at the following links:

- Microsoft SQL Server
- Oracle
- PostgreSQL

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`
For the named media only, the value of this option overrides the previously defined default.

default

Default Value: `5,15,15,5,15,15`

Valid Values: `a,b,c,d,e,f` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 6 threshold values as comma separated int values, in seconds, defining two sets of each of the following thresholds: short-abandoned, acceptance, and accepted-by-agent:

- The first set of each threshold is for interactions that exclude consultations.
- The second set of each threshold is exclusively for consult interactions.

If you specify fewer than six thresholds, the aggregation process internally supplies values of `0` for the unspecified thresholds; that is: `5,15,0,5` is equivalent to `5,15,0,20,0,0`.

agg-populate-disable Section

Use the disable-aggregates section of a Genesys Info Mart application to define which aggregate hierarchies the aggregation process does not populate for each tenant and, by their omission, which hierarchies it does populate. The default behavior populates all aggregation hierarchies. This section must be named **[agg-populate-disable]**.

default

Default Value: No default value

Valid Values: A comma-separated list that contains of one or more of the following RAA hierarchies or no value at all:

- H_AGENT
- H_AGENT_GRP
- H_AGENT_QUEUE
- H_ID
- H_I_AGENT
- H_I_ SESS_STATE
- H_I_STATE_RSN
- H_QUEUE
- H_QUEUE_ABN
- H_QUEUE_ACC_AGENT
- H_QUEUE_GRP
- H_AGENT_CAMPAIGN
- H_CAMPAIGN

Changes Take Effect: Upon start of the next aggregation cycle

Lists the hierarchies that the aggregation process will not populate. By default, the aggregation process populates all aggregation hierarchies.

Some hierarchies, such as H_AGENT_GRP, are populated entirely by using data from other hierarchies. For example, if you specify a value of H_AGENT only for this option, the aggregation process will not populate the H_AGENT_GRP hierarchy either, even though you did not specify this value. For more information about hierarchies, their interrelationships, and the aggregate tables to which data is written, refer to the *Reporting and Analytics Aggregates User's Guide*.

gim-etl Section

Use the ETL section of a Genesys Info Mart application to configure the extraction, transformation, and loading of contact center data. This section also defines the location of the aggregation engine and must be named **[gim-etl]**.

The options described on this page, as well as other options that are available in the **[gim-etl]** section, are described in the *Genesys Info Mart Configuration Options Reference*.

aggregation-engine-class-name

Default Value: GIMAgg.GimInterfaceImpl.AggregationImpl
Valid Values: GIMAgg.GimInterfaceImpl.AggregationImpl, none
Changes Take Effect: After restart

Specifies the name of the Java class that controls the aggregation process. Specify the following value to enable aggregation: `GIMAgg.GimInterfaceImpl.AggregationImpl`

For more information, see the *Reporting and Analytics Aggregates Deployment Guide.*

Note that this option is also described in the *Genesys Info Mart Options Reference* along with other options in the **[gim-etl]** section.

schedule Section

Use the schedule section of a Genesys Info Mart application to schedule the extraction, transformation, loading, and aggregation of data. This section must be named **[schedule].**

Other options that you can configure in the [schedule] section are described in the *Genesys Info Mart Configuration Options Reference*. You can use the *Reporting and Analytics Aggregates User's Guide* to learn how to configure continuous aggregation in integrated mode without having the aggregation process terminate for any period of time.

aggregate-duration

Default Value: 23:00 (23 hours)
Valid Values: HH:mm, where HH represents the number of hours (0–24) and mm represents the number of minutes (0–59).
Changes Take Effect: Immediately

Specifies the length of time within a 24-hour period that the aggregation process will run after it has been launched by the scheduler. The **run-aggregates** configuration option must be set to **true** and the **aggregate-schedule** must be set appropriately.

aggregate-schedule

Default Value: 0 1 (once a day starting at 1:00 AM)
Valid Values: Valid CRON expression of two fields
Changes Take Effect: Immediately

Specifies the schedule that determines when the aggregation process will start. The **run-aggregates configuration** option must be set to **true** in order for this option to take effect.

Examples:

- A value of `0 0` launches the aggregation process once a day at `00:00`.
- A value of `0 0,3/2` launches aggregate process once a day at `00:00, 03:00`, and every 2 hours thereafter.

run-aggregates

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether to start the aggregation process at the scheduled time (as determined by the **aggregate-schedule** configuration option).

DAP Options

Use this configuration section to set Genesys Info Mart / RAA–related options on database access points (DAPs) that Genesys Info Mart uses:

- The *extraction DAPs,* which enable access to the databases from which Genesys Info Mart extracts data.
- The *Info Mart DAP,* which enables access to the Info Mart database, in which Genesys Info Mart stores reporting data.

gim-etl Section

You can configure Info Mart database access point (DAP) application options that pertain to aggregation. The section must be named **[gim-etl]**.

agg-jdbc-url

Default Value: No default value
Valid Values: Any valid JDBC URL
Changes Take Effect: On restart of the Genesys Info Mart Server.

In an Oracle RAC configuration in which you want aggregation to use a separate node, specifies the connection parameters for the JDBC connection to the Info Mart database for Reporting & Analytics Aggregates (RAA). If this option is defined, the aggregation process uses the connection string specified by **agg-jdbc-url** instead of the **jdbc-url** connection string. For the required syntax for this option, consult the vendor documentation for your JDBC driver.

For performance reasons, Genesys recommends that you divide processing by function, allocating separate functions to specific nodes in the cluster. Use the Oracle RAC Server Control Utility (SRVCTL) to configure named services, including a named service for RAA, and associate those services with particular nodes. For more information, see *Oracle RAC Configuration* and *DAP Objects for Genesys Info Mart* in the Genesys Info Mart 8.x chapter in the *Genesys Hardware Sizing Guide*.

Example for Oracle
Oracle requires the following format to specify connection parameters for the Oracle thin client:

```
jdbc:oracle:thin:@(DESCRIPTION = (LOAD_BALANCE=OFF)(ADDRESS = (PROTOCOL = TCP)(HOST =
```

```
<database_host_name>)(PORT = 1521))(CONNECT_DATA = (SERVER =
DEDICATED)(SERVICE_NAME=<named service>)))
```

To enable SSL or IPv6 over the JDBC connection, you must specify additional parameters, as described in your RDBMS vendor documentation. For an indication of the additional parameters you must provide, extrapolate from the examples shown in the Notes in the **jdbc-url** option description.

DN Options

Settings on DNs affect ICON, Genesys Info Mart, and Reporting and Analytics Aggregates (RAA) reporting. There are additional ICON-related DN options that affect reporting. For full information about configuring DNs for ICON and Genesys Info Mart, see Configuring DN Objects.

The RAA–related options described on this page enable you to control reporting behavior at the level of individual virtual or ACD queues. The options are contained in the following configuration sections, configured on the **Annex** of DN objects:

- agg-gim-thld-QUEUE-IXN

> **Tip**
> For RAA–related options that you configure in a DN object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

agg-gim-thld-QUEUE-IXN Section

- <media>
- default

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`
For the named media only, the value of this option overrides the previously defined default.

default

Default Value: `5,15,15,5,15,15`

Valid Values: `a,b,c,d,e,f` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

Script Options

Script objects specified in the contact center configuration define the interaction queues and interaction workbins used to manage multimedia interactions. The Reporting and Analytics Aggregates (RAA)–related options described on this page enable you to control reporting behavior at the level of individual interaction queues or workbins.

Script options that affect RAA reporting are contained in the following configuration sections, configured on the **Annex** of Script objects:

- agg-gim-thld-QUEUE-IXN

For more information about configuring RAA–related options for interaction queues and workbins, see Configuring Script Objects.

> **Tip**
> For RAA–related options that you configure in a Script object, changes take effect on the next ETL cycle. The new option value is not applied to previously loaded facts.

agg-gim-thld-QUEUE-IXN Section

- <media>

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`

For the named media only, the value of this option overrides the previously defined default.

Switch Options

Settings on the switch affect both ICON and Genesys Info Mart/Reporting and Analytics Aggregates (RAA) reporting. Switch options that directly affect RAA functioning are contained in the following configuration sections, configured on the **Annex** of Switch objects:

- agg-gim-thld-QUEUE-IXN

There are additional ICON-related Switch options that affect reporting. For full information about configuring switches for ICON and Genesys Info Mart/RAA, see Configuring Switch Objects.

agg-gim-thld-QUEUE-IXN Section

- <media>
- default

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`
For the named media only, the value of this option overrides the previously defined default.

default

Default Value: `5,15,15,5,15,15`

Valid Values: `a,b,c,d,e,f` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold for other than consult interactions
- b=acceptance threshold for other than consult interactions
- c=accepted-by-agent threshold for other than consult interactions
- d=short-abandoned threshold for consult interactions
- e=acceptance threshold for consult interactions
- f=accepted-by-agent threshold for consult interactions

The sequence that is specified as the value of this option does not have to increase monotonically.

Changes Take Effect: Upon start of the next aggregation cycle.

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

Specifies up to six values that correspond respectively to the short-abandoned, acceptance, and accepted-by-agent thresholds for nonconsult and consult interactions.

Tenant Options

agg-gim-thld-AGENT-IXN Section

- <media>
- default

This section must be named either: **[agg-gim-thld-AGENT-IXN]** or **[agg-gimthld-AGENT-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-AGENT-IXN-MyGIM]
The thresholds that you configure in this section affect measures whose definition relies on the definition of short-engagement (or short-talk) in the H_AGENT, H_AGENT_GRP, H_AGENT_CAMPAIGN, and H_AGENT_QUEUE hierarchies.

<media>

Default Value: The value specified by the default option.
Valid Values: From `0` to `(2³¹-1)`
Changes Take Effect: After the next run of aggregation.

Specifies one short-engagement threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers could not have taken place on the specific media that is identified by the name of this option.

The option name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.
For example:
`email=300` (5 minutes)
For the named media only, the value of this option overrides the default value.

default

Default Value: 5
Valid Values: From `0` to `(2³¹-1)`
Changes Take Effect: After start of the next aggregation cycle

Specifies one threshold that defines the amount of time, in seconds, in which the useful exchange of information with customers (for those interactions that an agent accepts) could not have taken place, such as when an agent accepts and then immediately releases the interaction—whether intentionally or not. This option controls what data the aggregation process writes to the **SHORT** field of the AG2_AGENT_* aggregate tables. (Refer to the *Reporting and Analytics Aggregates Reference Manual* for information about this group of tables.)

Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option enables the configuration of up to 19 thresholds.

agg-gim-thld-ID-IXN Section

- <media>
- default

This section must be named **[agg-gim-thld-ID-IXN]** or **[agg-gim-thld-iD-IXN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment—for example, **[agg-gim-thld-ID-IXN-MyGIM]**. The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

For example:
[agg-gim-thld-ID-IXN-MyGIM].
The values that you configure in this section affect those measures in the H_ID hierarchy whose definition relies on one of the following thresholds:

- Short-abandoned threshold—the number of seconds that you determine to be too few or an insufficient amount of time for any contact center interaction to have been answered or accepted by a first handling resource before that interaction was abandoned by the customer or dropped for any other reason.
- Acceptance threshold—the number of seconds that you determine to be too great for any contact center interaction not to have been answered or accepted by a first handling resource.
- Response threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have had a response sent.
- Finish threshold—the number of seconds that you determine to be too great for any accepted contact center interaction not to have been completed.

Refer to column descriptions of the AG2_ID table in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of the aforementioned thresholds.

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds for the specific media that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

Example: `voice=5,10,15,20` For the named media only, the value of this option overrides the previously defined default value.

default

Default Value: `5,15,3600,7200`

Valid Values: `a,b,c,d` where each letter represents an integer from `0` to $2^{31}-1$ that represents one of the following thresholds:

- a=short-abandoned threshold
- b=acceptance threshold
- c=response threshold
- d=finish threshold

The sequence of values does not have to consist of increasing values.

Changes Take Effect: After start of the next aggregation cycle

Specifies four values that correspond respectively to the short-abandoned, acceptance, response, and finish thresholds.

If you specify fewer than four thresholds, the aggregation process internally supplies a value of `0` for each unspecified threshold; that is: `5,15` is equivalent to `5,15,0,0`.
Similar to the **[agg-gim-thld-QUEUE-ABN]** section, this option actually enables the configuration of up to 19 thresholds.

agg-gim-thld-QUEUE-ABN Section

This section must be named **[agg-gim-thld-QUEUE-ABN]** or **[agg-gim-thld-QUEUE-ABN-<GIMApplObj>]** where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-QUEUE-ABN-MyGIM].
The thresholds that you configure in this section pertain to the H_QUEUE_ABN hierarchy. You can configure up to 19 abandon-in-queue thresholds for classifying abandoned interactions. Refer to column descriptions of the H_QUEUE_ABN hierarchy in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of thresholds in this section.

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds for the time, in seconds, of abandonment for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200`
For the named media only, the value of this option overrides the previously defined default value.

default

Default Value:
`5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200`
Valid Values: a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s (19 integers) where each letter represents an integer from `0` to $2^{31}-1$ and the sequence must increase monotonically. Specifying a `0` value at any position terminates the sequence from that point at which `0` was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds for the time, in seconds, that interactions are abandoned. This option controls what data the aggregation process writes to the ABANDONED_STI columns of the AG2_QUEUE_ABN_* aggregate tables.

For example, RAA attributes an interaction to the ABANDONED_STI_1 column if the amount of time that elapsed before the interaction was abandoned, x, falls within the first bucket: `0 < x <= 1stThreshold` (where `1stThreshold`, by default, is 5 seconds)
Interactions are attributed to the ABANDONED_STI_18 column if they were abandoned within the 18th bucket, which is defined, by default, as: `86400 < xi <= 172800` (where *i* is a specific interaction)
`ABANDONED_STI_20` receives the tally of all interactions that were abandoned beyond the 19th threshold (`259200` seconds or 3 days, by default).
If you specify fewer than 19 thresholds, the aggregation process internally supplies a value of `0` for each unspecified threshold to terminate the sequence; that is: `5,15,30` is equivalent to `5,15,30,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0,0`

agg-gim-thld-QUEUE-ACC Section

- <media>
- default

This section must be named **[agg-gim-thld-QUEUE-ACC]** or **[agg-gim-thld-QUEUE-ACC-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example:
[agg-gim-thld-QUEUE-ACC-MyGIM].
The thresholds that you configure in this section pertain to the H_QUEUE_ACC_AGENT hierarchy. You can configure up 19 thresholds for classifying speed-of-accept times for the first handling of interactions that are distributed from a particular queue.
Refer to column descriptions of the H_QUEUE_ACC_AGENT hierarchy in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of thresholds in this section.

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to 19 thresholds of agent-response times, in seconds, for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:

`voice=5,15,30,45,60,90,120,180,240,3600,7200,1440,28800,43200,57600,72000,86400,172800,259200`

For the named media only, the value of this option overrides the previously defined default value.

default

Default Value:
`5,15,30,45,60,90,120,180,240,3600,7200,14400,28800,43200,57600,72000,86400,172800,259200`
Valid Values: `a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s` where each letter represents an integer from `0` to $2^{31}-1$ and the sequence must increase monotonically. Specifying a `0` value at any position terminates the sequence from that point at which 0 was specified.
Changes Take Effect: Upon start of the next aggregation cycle

Specifies up to 19 thresholds of agent-response times, in seconds, for the first handling of contact center interactions. This option controls what data the aggregation process writes to the ACCEPTED_AGENT_STI columns of the AG2_QUEUE_ACC_AGENT_* aggregate tables.

For example, RAA attributes an interaction to the ACCEPTED_AGENT_STI_1 column if the agent's response time, `x`, for the interaction falls within the first bucket: `0 < x <= 1stThreshold`, where `1stThreshold`, by default, is 5 seconds.
Interactions are attributed to the ACCEPTED_AGENT_STI_9 column if the agents' response times fall within the 9th bucket, which is defined, by default, as: `180 < xi <= 240`, where `i` is a specific interaction.
ACCEPTED_AGENT_STI_20 receives the tally of all interactions in which agent response times fall beyond the 19th threshold (259200 seconds or 3 days, by default). If you specify fewer than 19 thresholds, the aggregation process internally supplies a values of `0` for each unspecified threshold to terminate the sequence; that is: `5,15,30` is equivalent to `5,15,30,0,0,0,0,0,0,0,0,0,0,0,0,0,0`.

agg-gim-thld-QUEUE-IXN Section

- <media>

This section must be named **[agg-gim-thld-QUEUE-IXN]** or **[agg-gim-thld-QUEUE-IXN-<GIMApplObj>]**, where **<GIMApplObj>** is the name of a configured Genesys Info Mart application within the same configuration environment.
For example: **[agg-gim-thld-QUEUE-IXN-MyGIM]**
The values that you configure in this section affect measures in the H_QUEUE and H_QUEUE_GRP hierarchies—measures whose definition relies on two sets of the following thresholds:

- Short-abandoned threshold—the number of seconds in queue that you determine to be an insufficient amount of time for interactions to have been distributed before that interaction was abandoned by the customer or dropped for any other reason.
- Acceptance threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to a first handling resource.
- Accepted-by-agent threshold—the number of seconds that you determine to be too great for queued interactions to be distributed to an agent resource.

One set of each of these thresholds is exclusively for consult interactions; the other set is for interactions that exclude consultations. Refer to columns descriptions of the H_QUEUE and H_QUEUE_GRP hierarchies in the *Reporting and Analytics Aggregates Reference Manual* to learn which measure definitions rely on the values of the aforementioned thresholds.

<media>

Default Value: The value specified by the default option.
Valid Values: Same as the default option.
Changes Take Effect: Upon the next run of aggregation.

Specifies up to six values that correspond to the short-abandoned, acceptance, and accepted-by-agent thresholds for interactions of the media type that is identified by the name of this option. This name must correspond to a value that exists in the **MEDIA_TYPE.MEDIA_NAME_CODE** field of Info Mart.

For example:
`voice=5,15,30,5,15,30`
For the named media only, the value of this option overrides the previously defined default.