



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Reporting and Analytics Aggregates

Reporting and Analytics Aggregates Options Reference

12/15/2025

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	cancel-threshold	0	After restart of the aggregation process
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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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
Section	Option	Default	Changes Take Effect

Section	Option	Default	Changes Take Effect
agg-feature	enable-cobrowse	No default value	After restart of the aggregation process.
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
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.
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
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