Genesys Engage cloud Reporting Guide

Populating Genesys Info Mart Data

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Contents

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Bringing Data into Info Mart

Extract, transform, and load (ETL) is performed by two main jobs: **Job_ExtractICON** and **Job_TransformGIM**. Deployments in which the Genesys historical reporting presentation layer (Genesys CX Insights [GCXI] or Reporting and Analytics Aggregates (RAA) is installed also use **Job_AggregateGIM**.

- **Job_ExtractICON** extracts new and changed data from IDBs and stores the data in the GIDB tables, as discussed in Populating Low-Level Details.
- **Job_TransformGIM** transforms the data from GIDB into the dimensional-model (fact and dimension) tables. Depending on configuration, **Job_TransformGIM** also extracts and transforms reporting data from other data streams (for example, Apache Kafka) and stores the processed data in the dimensional model.
- **Job_AggregateGIM** calculates or recalculates metrics and stores them in the aggregate tables in the Info Mart database, based on the data that was added or changed during the last transformation run.

Important

Genesys Info Mart extracts multimedia interaction data while the interactions are still active, and multimedia interaction records might be updated frequently and over large time intervals. Similarly, although Genesys Info Mart extracts voice interactions only after they have completed, After Call Work (ACW) might cause end timestamps in Info Mart records for call-related activity to be updated in a subsequent ETL cycle. Therefore, the timing of your reporting queries can affect reporting results.

When generating and interpreting reports, remember to allow for data updates that might occur over multiple ETL cycles because of continuing activity during long-lived multimedia interactions or because of ACW after voice or multimedia interactions end. For example, for voice interactions, allow for the maximum amount of time that can be spent on wrap-up activities, as well as for the ETL schedule and ETL execution time. You might need to regenerate reports to guarantee final results.

Populating Low-Level Details

The Global Interaction Database (GIDB) is an area within the Genesys Info Mart database schema in which the low-level interaction data from any number of IDBs is consolidated for further processing.

Genesys Info Mart Server uses the low-level details data from GIDB tables to produce data that is suitable for end-user reports and to populate the fact and dimension tables that compose the Info

Mart dimensional model.

Some configuration-related GIDB tables (see Info Mart GIDB Tables) are included in your data export to support data in the exported fact tables.

The DATE_TIME Dimension

The DATE_TIME dimension enables facts to be described by attributes of calendar date and 15-minute time interval. All interaction-related fact tables use only the DATE_TIME time dimension. No other time-dimension fields are used.

> **Important**
> Only UTC timestamps are used in the interaction-related fact tables.

For more detailed discussion of the DATE_TIME dimension, see Representing Dates and Times of Day.

Populating Specific Types of Data

See the following pages for detailed discussion about:

- Populating Interaction Resource Data
- Populating Interaction Data
- Populating Mediation Segments
- Populating Outbound Contact Campaign Activity
- Populating Agent Activity Data