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Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database

Overview of the Reporting and Analytics Aggregation Layer

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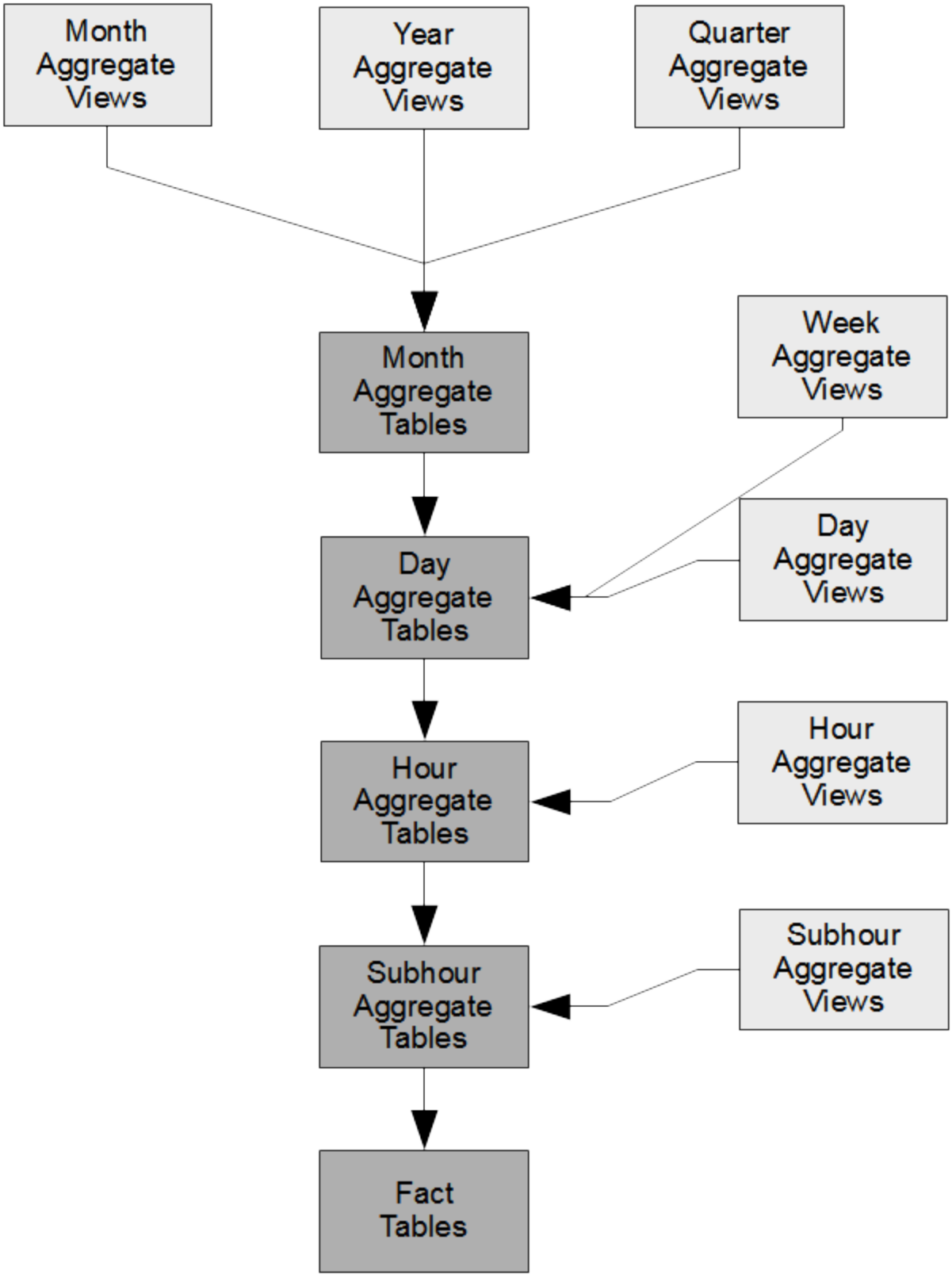
Overview of the Reporting and Analytics Aggregation Layer

RAA provides several aggregate tables to facilitate reporting in (for example) Genesys CX Insights (GCXI), or in your custom reporting applications. The tables (prefixed with AGT_*) store aggregated data for voice, chat, email, SMS, and open media interactions and summarized resource states that occur at voice devices. These tables enable a wider range of reporting than the FACT tables from which they are derived.

Aggregate Data Organization


Month Aggregate Views
Year Aggregate Views
Quarter Aggregate Views
Month Aggregate Tables
Week Aggregate Views
Day Aggregate Tables
Day Aggregate Views
Hour Aggregate Tables
Hour Aggregate Views
Subhour Aggregate Tables
Subhour Aggregate Views
Fact Tables

For the disposition-based metrics, tables are provided for hour, day, and month levels; views are provided for the subhour, week, quarter, and year levels. For the interval-based metrics, tables are provided for the subhour, hour, day, and month levels; views are provided for the week, quarter, and year levels.

These models determine to which reporting interval measures are attributed—RAA attributes measure counts and durations in the disposition-based tables to the interval at which the underlying fact started and, for the interval-based model, RAA attributes measures to the interval(s) in which they occurred, whether or not the interactions completed during the interval and whether or not the interval completed.

Counts and durations of such interval metrics are clipped where interactions cross over multiple intervals and are attributed to each of the intervals in which the activities occur. Subhour aggregates for both types provide either 15- or 30-minute aggregations based on user-defined configuration.