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# Reporting and Analytics Aggregates User's Guide

[Additional Resources](#)

# Additional Resources

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The following resources provide additional information that is relevant to this software. Consult these additional resources, as necessary.

## Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) is available on the [Genesys Documentation website](#):

- [Genesys CX Insights Deployment Guide](#), which will help you install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports.
- [Genesys CX Insights User's Guide](#), which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.
- [Genesys CX Insights Projects Reference Guide](#), which describes objects that are used in Genesys CX Insights projects and reports, focusing on metrics, attributes, and the folders that are used to organize them.
- [Genesys CX Insights Hardware Sizing Guide](#), which provides information about hardware sizing for typical contact center scenarios.
- Genesys CX Insights Release Notes, Product Alerts, and What's New are available on the [GCXI page](#) of the Genesys documentation site.

## MicroStrategy

Documentation for MicroStrategy software is available on the [MicroStrategy Learning Center](#) or [Help page](#), or in an electronic format that you can download to your mobile device ([QR codes](#)).

Easy search for MicroStrategy topics

- [MicroStrategy Community Search Page](#)

### Tip

On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Following are some popular topics, and where to find information about them on the MicroStrategy Wiki:

The latest information from MicroStrategy

- [What's New in MicroStrategy](#)
- [Key information about MicroStrategy Web](#)
- [Key information about MicroStrategy Developer](#)

## Analyzing data in a MicroStrategy report or dashboard

- [Basic Reporting Guide](#)
- [Mobile Analysis Guide](#)

## Creating dashboards and reports

- Enterprise Reporting
  - [Document Creation Guide](#)
  - [Dashboard and Widgets Guide](#)
- Slice and Dice Analysis
  - [Basic Reporting Guide](#)
  - [Advanced Reporting Guide](#)
- Advanced and Predictive Analysis
  - [Advanced Reporting Guide](#)
  - [Function Reference Guide](#)
- Alerts and Proactive Notification
  - [System Administration Guide](#)
  - [Mobile Analysis Guide](#)
- OLAP Analysis
  - [In-memory Analytics Guide](#)
- Integrate data reporting with Microsoft Office
  - [MicroStrategy Office User Guide](#)

## Installing or upgrading MicroStrategy

- [Installation and Configuration Guide](#)
- [Upgrade Guide](#)

## Modelling your data and designing a project

- [Project Design Guide](#)
- [MDX Cube Reporting Guide](#)

## Configuring and Administering MicroStrategy

- [System Administration Guide](#)
- [Timeout settings in MicroStrategy Web](#)

- [User Session Idle Timeout](#)

## MicroStrategy Quick Start

- [Quick Start Guide](#)

## Docker

- [About Docker](#)

## Kubernetes Installation

- [Kubernetes Getting Started](#)
- [Installing kubeadm](#)

## OpenShift

- [OpenShift documentation](#)

## Helm

- [Helm documentation](#)

## Genesys Info Mart

Documentation for Genesys Info Mart is available on the [Genesys Documentation website](#):

- [Genesys Info Mart Operations Guide](#), for information about Genesys Info Mart jobs such as Job\_AggregateGIM and the Genesys Info Mart Manager for managing Genesys Info Mart jobs.
- [Genesys Info Mart Deployment Guide](#), for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

## Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the [Genesys Documentation website](#):

- [Reporting and Analytics Aggregates Deployment Guide](#), which describes the runtime parameters and configuration options mentioned in this document.
- [Reporting and Analytics Aggregates User's Guide](#), which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates

(RAA) to aggregate data based on these user-defined dimensions.

- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:
  - *Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database*
  - *Reporting and Analytics Aggregates Physical Data Model for an Oracle Database*
  - *Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database*

## Genesys

Additional documentation for Genesys products is available, as follows:

- The [Genesys Glossary](#) provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.
- *Genesys Migration Guide*, available on the [Genesys Documentation website](#), provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.
- Release Notes and Product Advisories for each Genesys product, which are available on the [Genesys Documentation website](#).

Information about supported hardware and third-party software is available on the [Genesys Documentation website](#) in the following documents:

- The [Genesys CX Insights](#) page in the *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*
- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of [System-Level Documents](#) on the Genesys Documentation website (docs.genesys.com).

Other Genesys product documentation is available on the:

- [Genesys My Support website](#) (formerly Customer Care)
- [Genesys Documentation website](#)
- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at [Genesys Order Management](#).