GENESYS™

Reporting and Analytics Aggregates Deployment Guide

Do I Need to Install RAA?

12/17/2025

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Reporting and Analytics Aggregates (RAA) 8.5 is an optional Genesys Info Mart process that you can add to a Genesys Info Mart environment to create and populate predefined aggregation tables and views within the Info Mart.

> ### Important
> RAA is required to support Genesys Customer Experience Insights (GCXI) 9.0 (and was required for the now-deprecated Genesys Interactive Insights GI2).

Aggregation tables and views provide the metrics that summarize contact center activity by year, quarter, month, week, day, hour, and subhour to facilitate reporting. They serve as the primary source of data for GCXI. The tables are indexed for performance and grouped conveniently into distinct subject areas that are keyed to various Info Mart dimension tables.

Refer to the *Reporting and Analytics Aggregates Reference Manual* for detailed information about the aggregate tables, views, indexes, and subject areas. Refer to the *Reporting and Analytics Aggregates User's Guide* for instructions on how to run the aggregation process, how to customize it to aggregate user data, and to see business views of the subject areas.