GENESYS™

Reporting and Analytics Aggregates Deployment Guide

Reporting and Analytics Aggregates 9.0 Deployment Guide

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Welcome to the *Reporting and Analytics Aggregates Deployment Guide.* This document introduces you to the configuration and installation procedures that are relevant to deployment of the Genesys Info Mart Aggregation Layer. This guide is valid only for the 9.0.x releases of Reporting and Analytics Aggregates (RAA).

About Reporting and Analytics Aggregates

RAA 9.0 provides the mechanism for creating, maintaining, and populating a subset of tables and views in a Genesys Info Mart 8.5 database that provide aggregated data of contact center operations for reporting and analytical purposes. This aggregation layer is both an optional component of Genesys Info Mart 8.5 and a necessary and transparent component of Genesys Customer Experience Insights (GCXI).

Reporting and Analytics Aggregates Product Alert

Reporting and Analytics Aggregates (RAA) 9.0 is an optional add-on to Genesys Info Mart 8.5 and a mandatory component of Genesys CX Insights. A compatible release of Genesys Info Mart must be installed and operational prior to RAA installation. The following software releases interoperate correctly:

RAA Release	Genesys Info Mart Release	Java
9.0.011.01 (100.0.011.0100)	8.5.116.26 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.8
9.0.008.01 (100.0.008.0100)	8.5.116.26 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-	1.8

RAA Release	Genesys Info Mart Release	Java
	data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	
9.0.006.01 (100.0.006.0100)	8.5.015.19 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.8
9.0.004.01 (100.0.004.0100)	8.5.015.19 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.7
9.0.002.00	8.5.015.19 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.7
9.0.001.10	8.5.015.19 (recommended) • 8.5.011.18 (minimum)	1.7

RAA Release	Genesys Info Mart Release	Java
	• 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	
9.0.001.07	8.5.015.19 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.7
9.0.001.03	8.5.015.19 (recommended) • 8.5.011.18 (minimum) • 8.5.015.15+ enable-sdr-bot • 8.5.014.19+ enable-gpr/user-data-gen-dim • 8.5.014.04+ enable-chat-thread • 8.5.013.05+ enable-media-neutral	1.7

• In PostgreSQL deployments, Reporting and Analytics Aggregates (RAA) requires that the Info Mart schema name must either be public or be the same as the User ID.