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

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Separate versions of this guide are available for each RDBMS that is supported by Reporting and Analytics Aggregates (RAA); choose the one that best matches your deployment:

- Microsoft SQL Server (this document)
- Oracle
- PostgreSQL

This document acquaints you with the database objects that make up Reporting and Analytics Aggregates (RAA) — the aggregation layer of Genesys Info Mart — and will help you understand the meaning of the data that is aggregated by the Genesys Info Mart aggregation engine.

In brief, you will find the following information in this document:

- Subject area diagrams (depicting each hierarchy of aggregation tables and the dimensions that support them).
- Descriptions of each aggregate table and its columns.
- Descriptions of indexes and views.

This document is valid only for the 8.5.x releases of this product.

Intended Audience

This reference manual is for IT reporting specialists, business-intelligence team members, and data-warehousing team members who want to understand how aggregated data is defined and what information custom or Genesys-provided reports portray. This document assumes that you have a basic understanding of:

- Relational database management systems (RDBMSs).
- Structured Query Language (SQL).
- Data warehousing.
- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Contact-center functions and operations.
- The Genesys telephony and multimedia models.

This reference manual is helpful for users of two Genesys products:

- Genesys Info Mart users who design their own reports—this reference manual serves as an extension to the Genesys Info Mart Physical Data Model Documentation (available from Genesys Info Mart documentation), which provide descriptions of the fact, dimension, and service tables as well as other database objects, such as views and indexes.

- Genesys CX Insights (GCXI) users—this manual serves as an extension to the *Genesys CX Insights Projects Reference Guide*, which describes database columns that are available within the GCXI projects. For GCXI users, RAA is a necessary and invisible layer that is seamlessly integrated within GCXI deployments