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About This Software

This CD contains a General release of Genesys Info Mart.

Genesys Info Mart produces a data mart containing several star schemas you can use for contact center historical reporting. Genesys Info Mart includes a software platform and a set of predefined tasks. You configure these tasks to extract and transform data from Interaction Concentrator databases (Interaction Databases [IDBs]). The transformed data is loaded into dimension and fact database tables in Genesys Info Mart. You can query the data in these tables using SQL, to display detailed data, reveal patterns, and predict trends.

Features in Release 8.0.x

The 8.0.1 release of Genesys Info Mart adds the following new capabilities:

Support for Microsoft SQL Server partitioning

Genesys Info Mart supports partitioning of the Info Mart database in Microsoft SQL Server 2005 and Microsoft SQL Server 2008 deployments. Genesys Info Mart provides SQL scripts to create a partitioned database schema out of the box, and Genesys Info Mart jobs automatically create and maintain the partitions.

Additional attached data

The *Revenue* and *Satisfaction* attached data key-value pairs (KVPs) have been added to the KVPs for which Genesys Info Mart provides predefined mappings.

New multimedia interaction subtypes

This release introduces dynamic support for new multimedia interaction subtypes. When Genesys Info Mart encounters a new interaction subtype, it automatically adds it to the *Interaction_Type* table and includes it when transforming data. In addition, two new Interaction Types have been added, *INBOUNDREPORT* and *INBOUNDDISPOSITION*.

Configured thresholds by media type

For the answer and abandon thresholds that were supported in release 8.0.0, Genesys Info Mart now supports configuration of the thresholds separately for each media type.

New multimedia media types

When a new media type is encountered in source data, it is dynamically added to the *MEDIA_TYPE* dimension table.

Additional platform support for Administration Console

The Administration Console now runs on Windows 7.

Simplified database schema migration

A new job, `Job_MigrateGIM`, now performs all the necessary database updates to migrate from any earlier 8.0 release of Info Mart to release 8.0.1.

Note: There is no migration path from Genesys Info Mart 7.x to 8.0.1.

The 8.0.0 release of Genesys Info Mart adds the following new capabilities:

User data handling

Flexible, configurable user data storage supplements a unified mechanism for processing user data from both `EventUserEvents` and call-based `TEvents`.

Error handling

New configuration options enable you to control Genesys Info Mart behavior—Continue or Stop—when Genesys Info Mart encounters errors.

Simplified database model

A simplified database model eliminates the representation of the lowest level of data details in a segment model.

The lowest level of data details is better aligned with Interaction Concentrator model.

Global Interaction Database (GIDB) within the Genesys Info Mart database schema represents a subset of IDB tables that consolidates data from any number of IDBs.

The usability of the Info Mart database is improved by eliminating obsolete and prohibitively expensive tables and fields.

Support for oracle partitioning

Genesys Info Mart supports range type partitioning of the Info Mart database in Oracle 10g and 11g deployments.

Data lineage

This release provides a capability to store both the processing history of ETL jobs (*Voice of Process*) and the extraction and transformation history of each piece of data (*Voice of Data*).

Maintenance

According to configuration, a special maintenance job:

Purges eligible data from GIDB, the dimensional model, and discard tables.

Maintains partitions in a partitioned Oracle database.

Pre-populates customizable calendar tables.

Multiple calendars

Flexible week-numbering rules that define multiple, customizable calendars can be configured to conform to the ISO 8601 standard for the representation of dates and times.

Multimedia data processing

Reporting on Interaction Queue and Interaction Workbin activity is added to previously supported mediation DNs. Interaction resource facts are now populated for Genesys eServices (former Genesys Multimedia) e-mail and chat interactions.

High availability

High availability (HA) support is extended to also cover Genesys eServices (former Genesys Multimedia) data.

Configuration verification

An *automated* configuration checking process verifies the validity of environment and application settings for the Genesys Info Mart and Interaction Concentrator applications, as well as the availability of configured data sources.

Outbound Contact data processing

Genesys Info Mart processes Outbound Contact data independently from interaction data to avoid ETL complexity and prevent delays with OCS data transformation.

Flexible DAP configuration

To simplify your deployment, you can reuse the non-JDBC DAPs in your deployment to make them suitable for Genesys Info Mart to access the same databases.

Genesys Voice Platform support

Genesys Info Mart supports reporting on the interaction aspect of Genesys Voice Platform (GVP) 8.x activity, provided that GVP has been configured for computer-telephony integration (CTI) through IVR Server.

Aggregation

The aggregation software is available as a separate installation package (IP), called Reporting and Analytics Aggregation (RAA), which is delivered with Genesys Info Mart. The aggregation layer is installed on top of Genesys Info Mart, which hosts the aggregation process.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

genesys_info_mart

Contains the installation files for the software.

admin_console

Contains the installation files for the Genesys Info Mart Administration Console software.

templates

Contains the application templates used for configuration.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact

Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Info Mart 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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Third-party Licensing

This product includes software developed by the Apache Software Foundation (www.apache.org).

This product includes software developed by the Dom4J Project (www.dom4j.org).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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