Overview:
Genesys Info Mart Administration covers the purpose, architecture, deployment models, configuration, data flows, and basic usage of Genesys ICON and Genesys Info Mart. Lesson contents are reinforced with learning checks, instructor demonstrations and hands-on lab exercises.

Availability:

Method:  
- Instructor-Led
- Virtual Instructor-Led
- Self Study

Duration:  
- 3 Day(s)  
- 3 Day(s)  
- 30 Days Access

Pricing:  
- 27 TUs  
- 27 TUs  
- 24 TUs

Course Objectives:
After completing this course, a student will be able to:
- Describe the components and functions of Info Mart Server
- List the deployment planning considerations
- Describe the ICON and Info Mart data source topologies
- Describe ICON and Info Mart architecture
- Describe Genesys Info Mart and ICON database
- Describe components and functions of Info Mart Console
- Install and configure and run ICON components
- Install Genesys Info Mart and Info Mart Admin Console
- Describe the Info Mart HA model and configuration considerations
- Describe the Info Mart attached data process and KVP mapping
- Describe and install the Reporting & Analytics Aggregation layer

Target Audience:
Info Mart 8.5 Administration is intended for system and data base administrators, system integrators and other technical roles involved in the planning, installation, configuration, deployment and maintenance of Genesys Info Mart 8.5.

Software Version:
This course uses Genesys Info Mart 8.5 and Genesys ICON 8.5

Course Prerequisites:
Prerequisites:
- FRR 8.5 Foundation
- FRR 8.5 Administration

Recommended:
- Operating Outbound 8 Campaign Configuration and Management
- eServices Foundations
- BRD – Building Basic Routing Strategies
- Course assumes knowledge of telephony reporting concepts, network design and operation, data base design and SQL scripts

Course Outline:
Genesys Info Mart Overview
- Genesys Reporting & Performance Management
- Genesys Info Mart components and functions
Info Mart 8.5 Administration
INF85-ADM

- Info Mart database schema
- The Reporting & Analytics Aggregation model

ICON Overview
- ICON functions and components
- ICON physical model
- Preparing the ICON environment
- Role of ICON in Info Mart
- ICON alarm thresholds and maintenance
- What is new in ICON 8.1

ICON Deployment Planning
- Parameters for ICON database sizing
- ICON database for Voice and multimedia

ICON & Configuration Data
- ICON installation process for configuration data
- ICON database schema for Configuration data
- Install ICON_CFG application, DAP and database

ICON Voice
- The ICON_Voice installation process for storing Voice interaction data
- The ICON database schema for Voice interaction data
- Install ICON_Voice application, DAP and database

ICON & Multimedia
- ICON and Multimedia functionality
- ICON installation process for multimedia
- Install ICON_MM, DAP and database

Info Mart Installation Planning
- Info Mart installation considerations for Voice, Multimedia, Outbound, and High Availability
- Info Mart system requirements
- Deployment planning steps
- Info Mart data sources and data source architecture
- Basic Info Mart troubleshooting

Info Mart Configuration
- GIM_ETL and Admin GUI DAP configuration
- Importing the Info Mart application template
- Update ICON DAPs for GIM ETL
- Date-time options
- gim-etl configuration options
• Creating tenant only views
• Starting and stopping GIM_ETL

Configuring Attached Data
• Task flow for configuring Attached User Data in Info Mart
• User data types
• Creating a customized attached data KVP mapping

High Availability Considerations
• Info Mart HA architecture
• Info Mart possible failure points
• Data inconsistencies and HA deployment considerations

Reporting and Analytics Aggregation
• Discuss the Aggregation tables provided by Reporting & Analytics Aggregation Application
• Understand how the Aggregation models for Disposition and Interval aggregates differ
• Describe the installation process for RAA