Overview:

Info Mart Report Development provides the students with an in-depth look at creating customized reports from data stored in Genesys Info Mart. Students will analyze the Info Mart star schema and construct SQL views and queries as a part of exploring the data structure and designing their reports. This course includes the following topics: Info Mart architecture, Info Mart star schema, fact and dimension tables, basic contact center measures, agent measures, utilizing user data, advanced metrics, aggregated data and call analysis.

Delivery:

Instructor-Led 2 Day(s) 18 TUs
Virtual Instructor-Led 2 Day(s) 18 TUs
Self Study 2 Day(s) 16 TUs

Target Audience:

Genesys Info Mart Report Development is aimed at customers and partners who need to know how to create custom reports utilizing Info Mart data.

Software Version:

This course uses Genesys Info Mart version 8.5, but is applicable for any version 8.x Info Mart.

Course Objectives:

After completing this course, a student will be able to:

- Describe the basic architecture of an Info Mart deployment
- Describe the sources of and the flow of the data into Info Mart
- Describe the star schema structure of the database
- Identify the common Info Mart fact and dimension tables
- Discuss the use of Interaction, Interaction Resource and Mediation Segment Fact Tables
- Calculate basic contact center measures
- Perform multi-dimensional analysis on the measures
- Discuss the use of Resource State, Resource Session, Interaction Resource State Fact tables
- Calculate basic agent measures
- Discuss the use of Resource Skill and Resource Group Fact tables
- Calculate configuration change tracking measures
- Understand the storage of user data in Info Mart, specifically the flexible user data model
- Identify tables that rely on user data

Course Prerequisites:

- Understanding the use of SQL to write queries for reporting
• Create reports that use out-of-the-box and custom user data
• Discuss calculating advanced measures
• Understand aggregation tables provided by Reporting and Analytics Aggregates package
• Perform detailed interaction analysis from aggregated data down to individual interactions

Course Outline:

Info Mart Overview
• Describe the relationship of Info Mart to other Genesys Reporting and Performance Management solutions.
• Identify Info Mart components and functions
• Describe the Reporting and Analytics Aggregation model [RAA]
• Describe Genesys Interactive Insights
• Basic Info Mart Structure
• Describe a star schema
• Identify common Info Mart Subject Areas

Basic Measurements
• Understand the main fact tables:
  • Interaction
  • Interaction Resource
  • Mediation Segment
• Calculate basic contact center measurements
• Perform dimensional analysis to drill into the measurements

Agent Measures
• Understand the main fact tables:
  • SM_RES_SESSION_FACT
  • SM_RES_STATE_FACT
  • SM_RES_STATE_REASON_FACT
  • INTERACTION_RESOURCE_STATE_FACT
  • RESOURCE_SKILL_FACT
  • RESOURCE_GROUP_FACT
• Develop metrics based off the agent-related fact tables

Using Attached Data
• Discuss Flexible User Data Model configuration
• Discuss various places Info Mart is populating based off of User Data associated with an Interaction:
  • Routing Target
  • Service Objective
  • Customer Segment
  • Business Result
  • Service Type
Custom User Data

Advanced Metrics
- Discuss how to relate advanced Info Mart specific measures, such as:
  - First Call Resolution
  - Routed vs Transferred calls
  - Skill Needed vs Skill Actual
  - Far-side/Near-side termination
  - Using Multiple Date_Time tables

Aggregated Data
- Discuss the Aggregation tables provided by Reporting & Analytics Aggregation Application
- Understand how the Aggregation models for Disposition and Interval aggregates differ

Detailed Interaction Analysis
- Work with data to drill-down to it's source
- Describe relationship between Aggregate tables to Fact tables and Fact tables to GIDB tables