



## Course Details

### Info Mart 8.1 Report Development

#### Course Information

**Code:** INF8.1-DEV

**Number of Days:** 2

**Instruction Method:** Instructor-led

**Genesys Software Version Used in Class:** 8.1

#### Course Description

*Info Mart Report Design* 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.

#### Who should take this course?

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

#### Recommended Skills and Knowledge

- Basic Genesys knowledge recommended, especially regarding Routing, Genesys Voice Platform and eServices.
- Understanding the use of SQL to write queries for reporting

#### 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
- 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 Topics by Day

### Day 1

- Genesys Info Mart Basics
  - Basic Architecture
  - HA/Backup capabilities
  - Data Flow
- Basic Info Mart Structure
  - Fact and Dimension Tables
  - Main Subject Areas
- Basic Measurements
  - Discuss/Use Interaction, Interaction Resource and Mediation Segment Fact tables
  - Calculate basic measures such as Call Volume, AHT, Abandoned %
  - Use Dimensional Analysis, specifically: Date Time, Resource, Media Type
- Agent Measures
  - Use Resource State, Resource Session, Interaction Resource State to look at Login Time, Not Ready Time, # of Times Not Ready, and other agent activity measures
  - Use Resource Skill and Resource Group to look at Time in Skill, # of Skill Changes, Group History measures

### Day 2

- Utilizing User 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
    - Closure Rate
    - Skill Needed vs Actual Skill
- Aggregated Data
  - Discuss aggregation tables available with Reporting & Analytics Aggregation Layer
  - Develop reports utilizing aggregation tables and views
- Detailed Interaction Analysis
  - Understand tracing interactions down from aggregated data down to individual interactions