Genesys Customer Experience Insights Private Edition Guide

About GCXI / RAA

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Contents

Learn about Genesys Customer Experience Insights (GCXI) and how it works in Genesys Multicloud CX private edition.

Related documentation:

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RSS:

- For private edition

GCXI provides reports and dashboards that summarize contact center activity. Reports display contact center activity using easy-to-read grids, while dashboards summarize a wider range of information using various visual devices draws. GCXI reports and dashboards enable business and contact center managers to make better business decisions for streamlining operations, reducing costs, and providing better services.

GCXI presents aggregated historical information from Genesys Info Mart or Intelligent Workload Distribution (IWD) Data Mart, and relies on Reporting and Analytics Aggregates (RAA) to present Genesys Info Mart data. RAA provides the mechanism for creating, maintaining, and populating a subset of tables and views in a Genesys Info Mart database that provide aggregated data of contact center operations for reporting and analytical purposes. This aggregation layer is a necessary and transparent component of GCXI. This document describes both RAA and GCXI.

GCXI is powered by MicroStrategy software and continuously aggregates data.

Supported Kubernetes platforms

Genesys Engagement Service (GES) is supported on the following Kubernetes platforms:

- Google Kubernetes Engine (GKE)
- OpenShift Container Platform (OpenShift)
- Azure Kubernetes Service (AKS)

See the Genesys Customer Experience Insights Release Notes and Reporting and Analytics Aggregates Release Notes for information about when support was introduced.