Genesys Info Mart Private Edition Guide

About Genesys Info Mart

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Contents

Learn about Genesys Info Mart and how it works in Genesys Multicloud CX private edition.

Related documentation:
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Genesys Info Mart is the enterprise-level Genesys service behind the historical reports in your cloud deployment. Genesys Info Mart receives data from various upstream Genesys services, then processes the low-level data to produce a data mart that the Genesys Multicloud CX historical reporting presentation layer, called Genesys CX Insights (GCXI), uses for contact center historical reporting.

Genesys Info Mart comprises three services—GIM Stream Processor (GSP), GIM Config Adapter (GCA), and Genesys Info Mart (GIM). Upstream services responsible for managing contact center configuration, interaction activity, agent activity, and so on publish messages to Apache Kafka. Genesys Info Mart consumes the data in Kafka reporting topics and, on a regular ETL cycle, transforms the data into a form more suitable for data analysis, then loads the data into the Info Mart database.

The Info Mart database stores the processed data. In addition, a separate aggregation service called Reporting and Analytics Aggregates (RAA) aggregates or re-aggregates the processed data and stores the aggregate data in the Info Mart database. The historical reports available in your cloud deployment are based on this aggregate data.

Supported Kubernetes platforms

Genesys Info Mart is supported on the following cloud platforms:

- Google Kubernetes Engine (GKE)
- Amazon Kubernetes Service (AKS)

See the Genesys Info Mart Release Notes for information about when support was introduced.

Features and functionality

Content coming soon