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Work with Genesys CX Insights Reports

About the Genesys Info Mart historical database

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Genesys Info Mart is the component behind the historical reports in your Cloud deployment. This page introduces the Genesys Info Mart historical database, which provides a structure for collecting contact center analytics data and sorting it to provide insights to business users. This information is intended for advanced users.

Related documentation:

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Genesys Info Mart is the enterprise-level Genesys application behind the historical reports in your Genesys Multicloud CX deployment. Genesys Info Mart receives interaction data from various upstream Genesys applications, then processes the low-level data to produce a data mart that Genesys Multicloud CX uses for contact center historical reporting. An aggregation engine, hosted by Genesys Info Mart, then aggregates the detailed interaction, agent, and queue data to make it suitable for querying by reporting applications. Genesys CX Insights relies on Genesys Info Mart.

How do I learn more about the data behind the reports?

The detailed data behind historical reports is fairly complex. If Data Export capability is available to you, use the following resource to learn about the dimensional model of the Genesys historical database (the Info Mart database), from which fact and dimension data is exported:

- [Info Mart Historical Database Reference](#)

What is Data Export?

Data Export capability periodically copies the data that is stored in the Info Mart database into local .csv files. Each file contains one table, so that the historical reporting data is available for further import into a data warehouse. Genesys CX Insights uses Info Mart data to create reports, feed analytical applications, or create executive dashboards.

Important

Data Export does not include aggregated data.

Data Export capability is available in certain Cloud deployments. For more information about Data Export, contact your Genesys representative, and see [Data Export Capability](#).