PureConnect®

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06-June-2019

See Change Log for summary of changes.

GENESYS™

PureConnect Analytics

Printed Help

Abstract

This document contains the application help for PureConnect Analytics.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

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Analytics Overview

PureConnect Analytics focuses on collecting and storing data at the event level, providing a single source of truth (SSOT) with the ability to drill down from summary metrics to details of event level data.

The PureConnect Analytics feature includes CX Insights dashboard visualizations that allow you to view and analyze real-time agent status, agent interaction details, workgroup activity, IVR details and events, and more.

Analytics Configuration

The PureConnect Analytics feature has parameters that must be configured by your CIC Administrator before the feature can be used.

Analytics Server Parameter

Analytics Configuration Settings

Data Pipeline Configuration Settings

Analytics Server Parameter

Configure the Analytics optional server parameter **ProcessIVREvents** in Interaction Administrator, under **Server Parameters**.

To set this parameter to allow IVR events to be generated and processed:

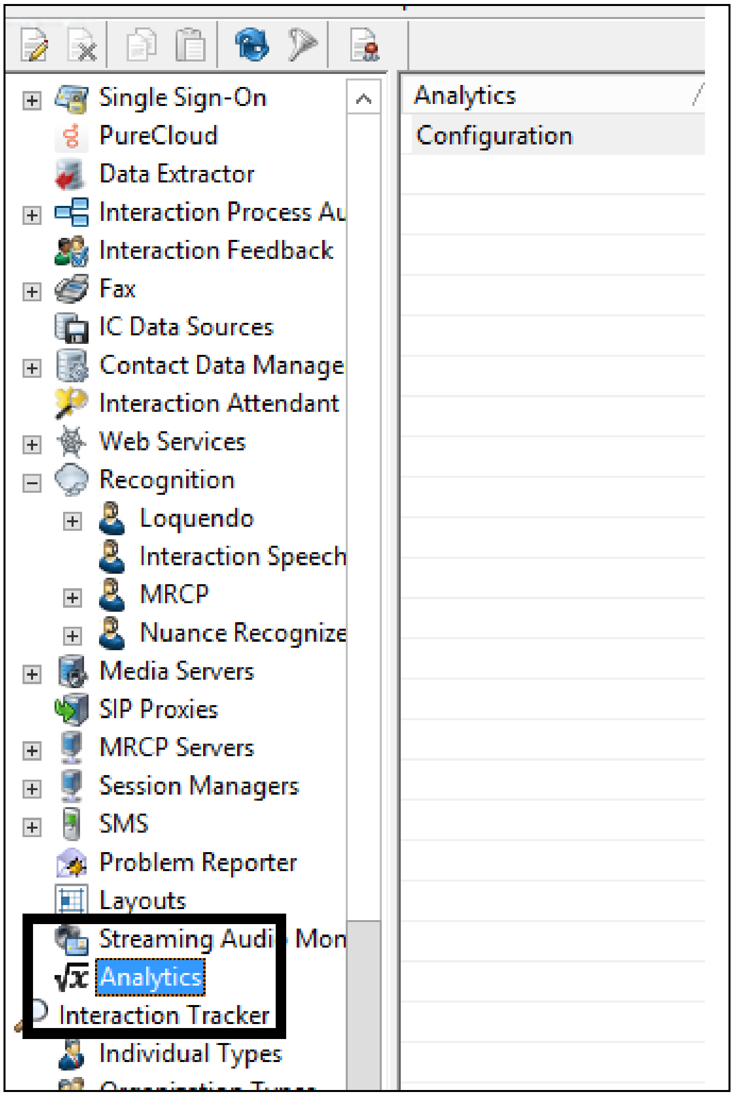
1. In the Server Parameter workspace, right-click and on the short-cut menu, click **New**.
2. In the **Entry Name** dialog, type **ProcessIVREvents**, and click **OK**. The Parameter Configuration dialog is displayed.
3. On the Configuration page, in the **Parameter Value** box type **True**, and click **OK**.

Note: If this parameter is set to False, IVR events will not be generated and processed.

Analytics Configuration Settings

The **Analytics** configuration settings are found in Interaction Administrator under System Configuration.

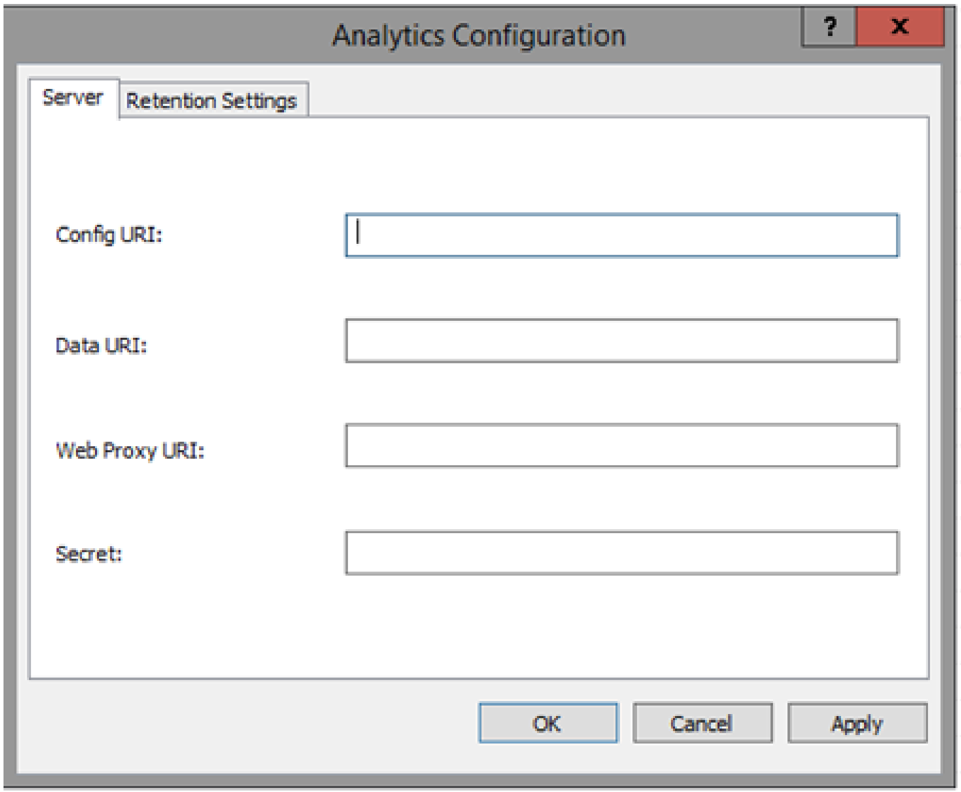
To restrict which user, workgroup, or role has access to configure the Analytics configuration settings, see Administrator Access.



Analytics Configuration dialog

The **Analytics** configuration settings are found in Interaction Administrator under System Configuration.

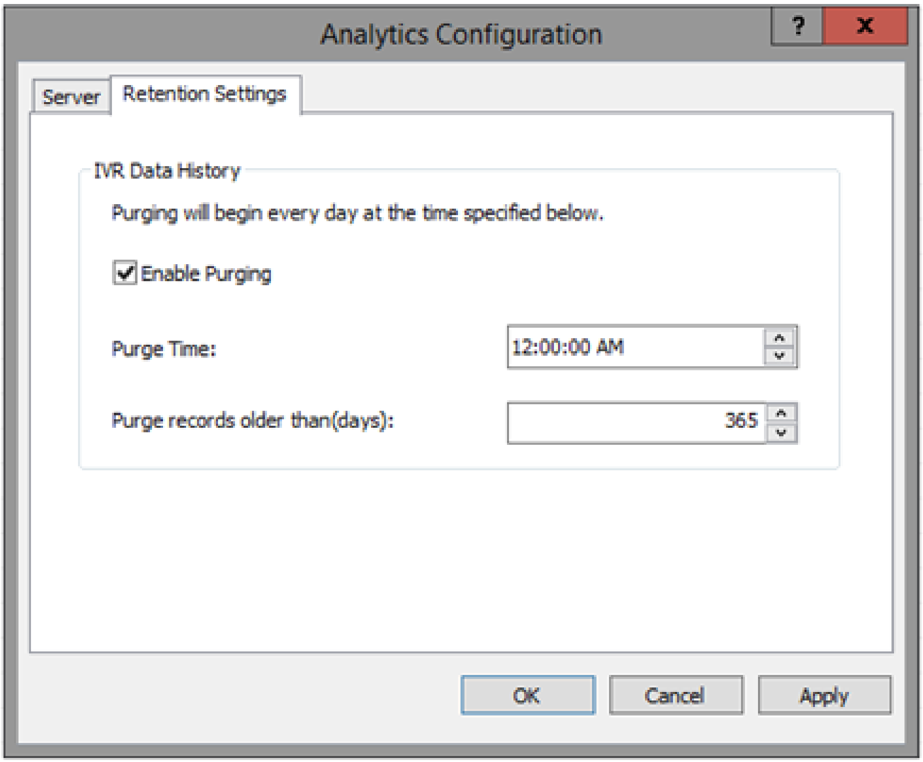
In the **Analytics** workspace, click **Configuration**. The Analytics Configuration dialog is displayed.



Configure the following parameters on the Analytics **Server** page.

Config URI	The endpoint IC uses to communicate configuration changes to the connector
Data URI	The endpoint IC uses to send statistics to the connector
Web Proxy URI	The endpoint the web app uses to communicate with the MicroStrategy server
Secret	The Secret that will be used for secure connections between IC and the Config, Data, and Web Proxy endpoints

Analytics Retention Settings page



Configure the following parameters on the **Analytics Retention Settings** page.

Enable Purging	If this check box is selected, data will be purged on the specified time and day. If this check box is not selected, a default period of one (1) year is considered for purging.
Purge Time	In the Purge Time box, select the time to run the purge job. The default is 12:00:00 AM (midnight).
Purge records older than (days)	Enter the number of days for records to be older than, to be purged. The number of days can be set from 1 day to 2147483647 days. The default is 365 days (1 year).

Note: Purges occur at the set time when a record is older than the set amount of days.

SQL Server Agent Service

The SQL Server Agent service is used by the SQL server to execute scheduled tasks, for example, backing up the SQL Server database and other maintenance tasks. By default, this service is not enabled when you install the SQL server. The **SQL Server Agent service** needs to be enabled on the SQL Server.

Enabling SQL Server Agent Service

To enable this service, use the **SQL Server Configuration Manager** tool. Follow these instructions to start this service.

1. To start this service on your SQL server, open the **SQL Server Configuration Manager**.
2. Right-click on **SQL Server Agent service**, and select **Properties**.
3. On the **Properties** dialog, on the **Log On** page, select an account in the **Built-in account** list.
4. On the **Service** page, select **Start Mode**, and click **Automatic**. Click **OK** to close the properties dialog.
5. In the **SQL Server Configuration Manager**, right-click on **SQL Server Agent service**, and click **Start**.
   The **SQL Server Agent service** is ready to use.

The following schedulers are created, and the schedulers are run by the SQL Server Agent service.

- **ININ_ANALYTICS_COMPUTE_INTERACTION_DURATION**
- **ININ_ANALYTICS_CHECK_AND_PURGE**

Change Log

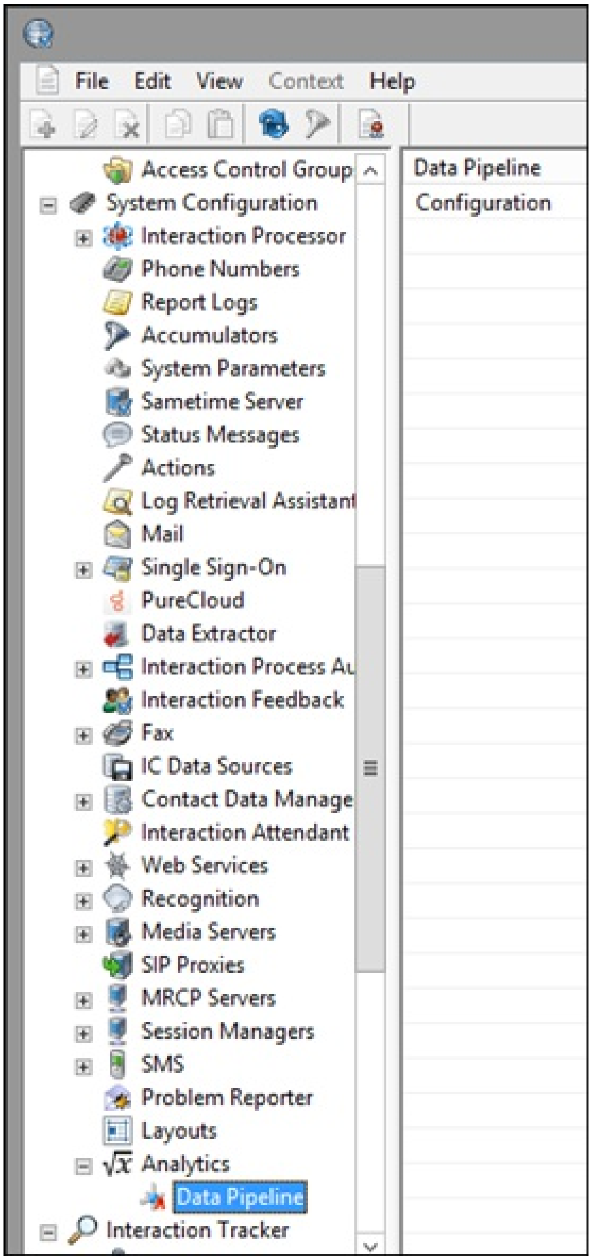
Change Log Date	Changes Made
08-March-2019	Created this change log.
10-May-2019	Added information for the Analytics Retention Settings page for Analytics configuration.
06-June-2019	Added information for starting the SQL Server Agent service.

Miscellaneous topics

Data Pipeline Configuration Settings

The **Data Pipeline**configuration settings are found in Interaction Administrator under System Configuration.

To restrict which user, workgroup, or role has access to configure the Analytics configuration settings, see Administrator Access.

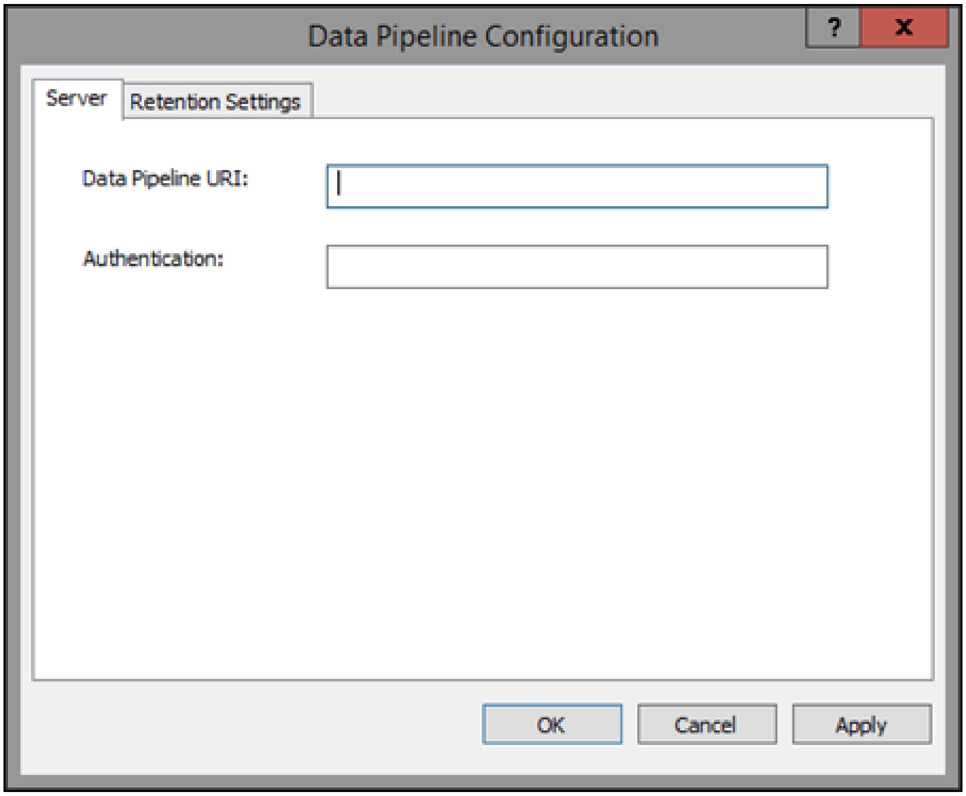


Data Pipeline Configuration dialog

The **Data Pipeline** configuration settings are found in Interaction Administrator under System Configuration > Analytics..

In the **Data Pipeline** workspace, click **Configuration**. The Data Pipeline Configuration dialog is displayed.

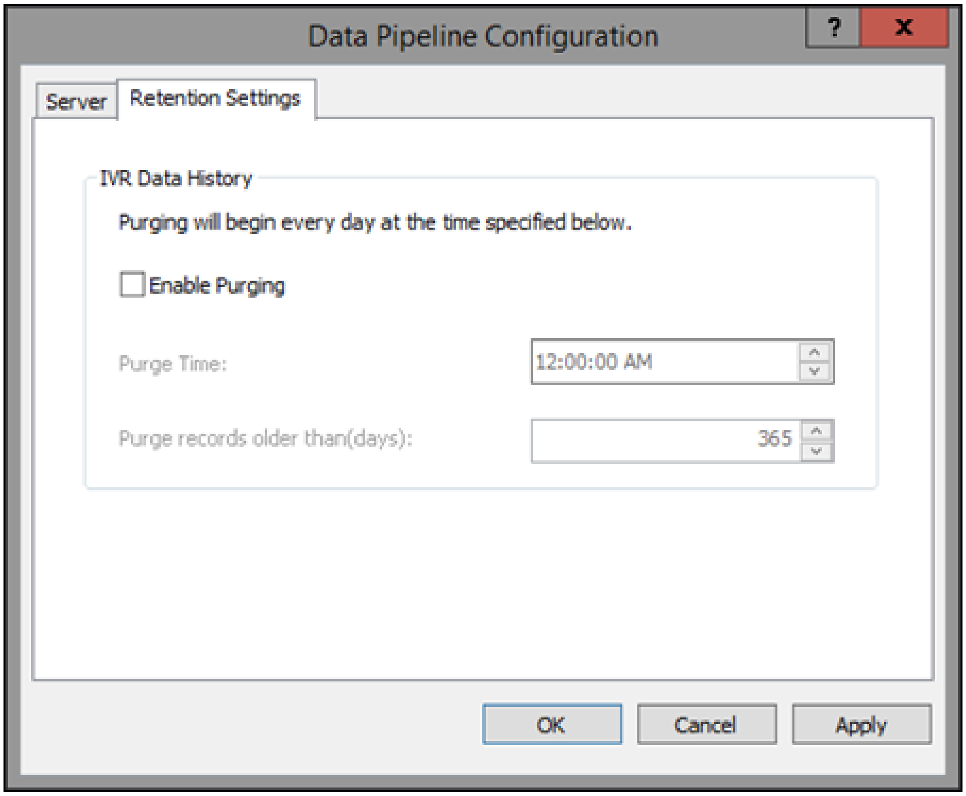
Data Pipeline Server page



Configure the following parameters on the Data Pipeline **Server** page.

Data Pipeline URI	This is the host address of the component endpoint in the cloud.
Authentication	This is the connection secret key.

Data Pipeline Retention Settings page



Configure the following parameters on the Data Pipeline **Retention Settings** page.

Enable Purging	If this check box is selected, data will be purged on the specified time and day. If this check box is not selected, a default period of one (1) year is considered for purging.
Purge Time	In the Purge Time box, select the time to run the purge job. The default is 12:00:00 AM (midnight).
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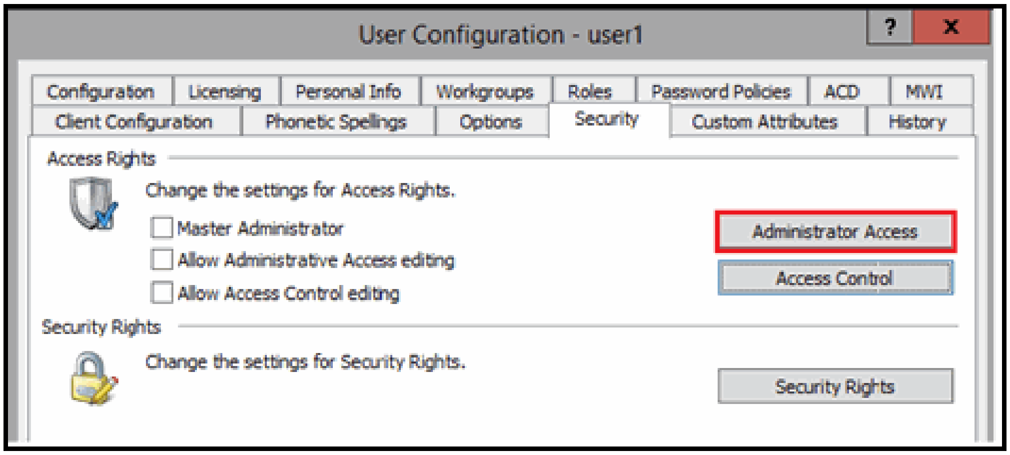
Note: Purges occur at the set time when a record is older than the set amount of days.

Administrator Access

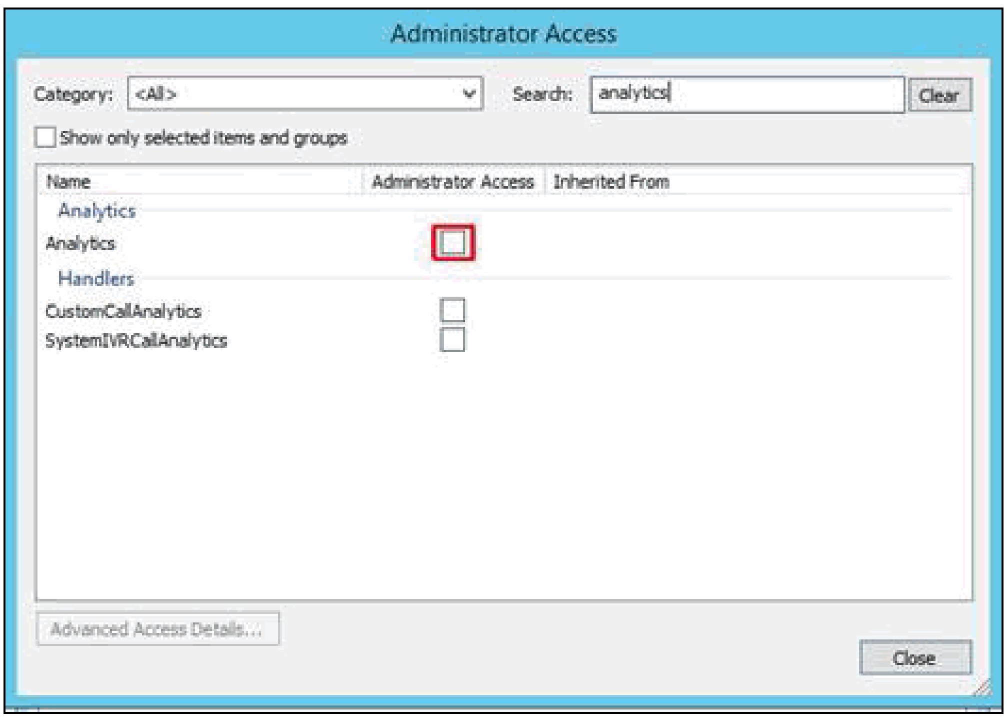
You can restrict which user, workgroup, or role has access to configure the Analytics feature.

To assign administrator access for Analytics:

1. In Interaction Administrator, go to the User, Workgroup, or Role properties dialog.
2. Select the Security tab.



3. Click Administrator Access.
4. In the Administrator Access dialog, type **analytics** in the **Search** field to filter the list.



5. To give a user, workgroup, or role Administrator Rights to the Analytics feature, select the **Analytics** check box. You can clear the check box to remove the privilege.
6. Click **Close**.
7. To save the settings, click **OK** or **Apply**.