# HI MAXDAT Contact Center Project Install and Test

* Install Pentaho Data Integration 4.2.1
* Install Oracle Database Server
* Create database
  + Create tablespaces
    - …\trunk\kettle\MAXDAT\main\scripts\create\_tablespaces.sql
  + Create an oracle user for the HI database (e.g., projectuser)
    - …\trunk\kettle\MAXDAT\main\scripts\create\_users.sql
    - If you create a new user, make sure that you update jdbc.properties
  + Create staging area as the projectuser
    - …\trunk\kettle\MAXDAT\main\scripts\create\_staging\_database.sql
  + Create dimensional area as the projectuser
    - …\trunk\kettle\MAXDAT\main\scripts\create\_dimensional\_database.sql
* Add jdbc.properties to PDI install location
  + Copy file from project directory
    - …\trunk\kettle\jdbc.properties
  + To pentaho install directory
    - …/data-integration/simple-jndi
  + Review to make sure that any necessary updates for Oracle PE are applied.
* Add kettle properties to your kettle.properties file
  + …\trunk\kettle\kettle.properties
  + Modify kettle. properties as necessary for your environment.
    - E.g., cc.project.main.directory=…\\trunk\\kettle\\MAXDAT\\main
* Run insert scripts to populate CC\_S\_INTERVAL
* …\trunk\kettle\MAXDAT\main\scripts\insert\ insert\_15min\_CC\_S\_INTERVAL\_values.sql
* …\trunk\kettle\MAXDAT\main\scripts\insert\ insert\_30min\_CC\_S\_INTERVAL\_values.sql
* Run insert scripts to populate CC\_D\_INTERVAL
* …\trunk\kettle\MAXDAT\main\scripts\insert\ insert\_cc\_d\_interval.sql
* Initialize database tables via initialize job
  + ...\trunk\kettle\MAXDAT\main\jobs\initialization\initialize\_Contact\_Center.kjb
* Run test of load\_Contact\_Center job
  + Put 1 days’ worth of data in the cc.project.newFiles.directory folder as defined in kettle.properties from Echopass test file zip.
    - …\Contact Center\HIHIX\Echopass\MAXDAT\_Echopass\_20131122.zip
      * MAXHIHIX\_CC\_S\_ACD\_AGENT\_ACTIVITY\_111313050006.csv
      * MAXHIHIX\_CC\_S\_ACD\_INTERVAL\_111313050005.csv
      * MAXHIHIX\_CC\_S\_AGENT\_111313050002.csv
      * MAXHIHIX\_CC\_S\_CALL\_DETAIL\_111313050007.csv
      * MAXHIHIX\_CC\_S\_CONTACT\_QUEUE\_111313050001.csv
      * MAXHIHIX\_CC\_S\_IVR\_INTERVAL\_111313050012.csv
      * MAXHIHIX\_CC\_S\_IVR\_STEP\_111313050012.csv
  + ...\trunk\kettle\MAXDAT\implementation\HIHIX\jobs\load\_Contact\_Center.kjb
* Load November data
  + Load all of the November files (this should take @ 30 minutes to load)
    - …\Contact Center\HIHIX\Echopass\MAXDAT\_Echopass\_November.zip
  + ...\trunk\kettle\MAXDAT\implementation\HIHIX\jobs\initialization\load\_Contact\_Center.kjb
* Generate MAXDAT Daily Metric File Set for delivery to MOTS
  + Run the flatten\_project\_facts job to generate the daily file set that is consumed by MOTS.
  + ...\trunk\kettle\MAXDAT\implementation\HIHIX\jobs\dimensional\flatten\_project\_facts.kjb
    - Parameters
      * flattenDate = 2013/11/01
      * projectName = HIHIX
  + Check for file set in the following folder
    - ${cc.mots.file.directory}/Archive