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# Daily NCUI GENESYS Data Pull Monitoring.

The daily pull and load jobs should be checked each weekday morning, and every Monday it should be checked that the daily weekend jobs ran over the weekend. There are also hourly jobs for queue performance summary and flow outcome summary data (between 9 am and 9 pm EST everyday), but Mariah Ghee monitors the hourly reports that use this data and will reach out if there is an issue with these.

At 6:30 am or so each weekday, login to the Shared PRD database SHRDDPMP, and check the job statistics table to make sure that the were no errors or failures in the daily data pulls and loads.

1. Check to make sure the pull and load scripts ran this morning. Login to the Shared PRD database SHRDDPMP (uvaapmmora01shr.cbryvefv8jfm.us-east-1.rds.amazonaws.com, port 1574). Run the following SQL (replace the date with today’s date):

select \* from DP\_GENESYS.Genesys\_Etl\_Job\_Statistics

where job\_start\_date >= '18-JUN-2021 00:00:00

and job\_status\_cd = 'COMPLETED

and job\_name not in ('INTERACTION SEARCH JOB NC','Load\_GENESYS\_Data\_NC')

Results should contain the following entries:

|  |  |
| --- | --- |
| Flow Outcome Summary NC | COMPLETED |
| Agent Status Summary Job NC | COMPLETED |
| Agent Performance Summary Job NC | COMPLETED |
| DNIS PERFORMANCE SUMMARY JOB NC | COMPLETED |
| Wrap Up Performance Summary Job NC | COMPLETED |
| Skills Performance Job NC | COMPLETED |
| Queue Performance Summary Job NC | COMPLETED |
| NC Interaction Search Pull Daily - callback | COMPLETED |
| NC Flow Outcome Summary Pull Daily - callback | COMPLETED |
| NC Agent Status Summary Pull Daily - callback | COMPLETED |
| NC Agent Performance Summary Pull Daily - callback | COMPLETED |
| NC DNIS Performance Summary Pull Daily - callback | COMPLETED |
| NC Wrap Up Performance Summary Pull Daily - callback | COMPLETED |
| NC Skills Performance Pull Daily - callback | COMPLETED |
| NC Queue Performance Summary Pull Daily - callback | COMPLETED |
| NC Pull Main Daily – callback | COMPLETED |
| Flow Outcome Summary NC | COMPLETED |
| Agent Status Summary Job NC | COMPLETED |
| Agent Performance Summary Job NC | COMPLETED |
| DNIS PERFORMANCE SUMMARY JOB NC | COMPLETED |
| Wrap Up Performance Summary Job NC | COMPLETED |
| Skills Performance Job NC | COMPLETED |
| Queue Performance Summary Job NC | COMPLETED |
| NC Interaction Search Pull Daily - chat | COMPLETED |
| NC Flow Outcome Summary Pull Daily - chat | COMPLETED |
| NC Agent Status Summary Pull Daily - chat | COMPLETED |
| NC Agent Performance Summary Pull Daily - chat | COMPLETED |
| NC DNIS Performance Summary Pull Daily - chat | COMPLETED |
| NC Wrap Up Performance Summary Pull Daily - chat | COMPLETED |
| NC Skills Performance Pull Daily - chat | COMPLETED |
| NC Queue Performance Summary Pull Daily - chat | COMPLETED |
| NC Pull Main Daily – chat | COMPLETED |
| Flow Outcome Summary NC | COMPLETED |
| Agent Status Summary Job NC | COMPLETED |
| Agent Performance Summary Job NC | COMPLETED |
| DNIS PERFORMANCE SUMMARY JOB NC | COMPLETED |
| Wrap Up Performance Summary Job NC | COMPLETED |
| Skills Performance Job NC | COMPLETED |
| Queue Performance Summary Job NC | COMPLETED |
| NC Interaction Search Pull Daily - voice | COMPLETED |
| NC Flow Outcome Summary Pull Daily - voice | COMPLETED |
| NC Agent Status Summary Pull Daily - voice | COMPLETED |
| NC Agent Performance Summary Pull Daily - voice | COMPLETED |
| NC DNIS Performance Summary Pull Daily - voice | COMPLETED |
| NC Wrap Up Performance Summary Pull Daily - voice | COMPLETED |
| NC Skills Performance Pull Daily - voice | COMPLETED |
| NC Queue Performance Summary Pull Daily - voice | COMPLETED |
| NC Pull Main Daily – voice | COMPLETED |
|  |  |

1. Check to make sure there were no errors or failures generated by the pull and load scripts that ran this morning. Login to the Shared PRD database SHRDDPMP (uvaapmmora01shr.cbryvefv8jfm.us-east-1.rds.amazonaws.com, port 1574). Run the following SQL:

select \* from DP\_GENESYS.Genesys\_Etl\_Job\_Statistics

where job\_start\_date >= '18-JUN-2021 00:00:00

and job\_status\_cd != 'COMPLETED

and job\_name not in ('INTERACTION SEARCH JOB NC','Load\_GENESYS\_Data\_NC')

The results should be empty (no rows returned). Note that Interactions Search files are omitted from the above checks. These are no longer needed.

1. If any of the above entries are missing from the results of the SQL in step 1 or if errors or failures are returned for the SQL in step 2, you will need to troubleshoot by checking the logs on the app server. SSH into UVACPMMETL01MXD.MAXCORP.MAXIMUS. Examine the logs in the directory /u01/maximus/maxdat-prd/NC\_GENESYS/logs.
2. If the logs show a problem that requires a code fix, reach out to discuss remediation.
3. If the logs show a problem that was the result of the data not being available from GENESYS due to an outage or network error, you can remediate by manually creating the files using POSTMAN.
4. In POSTMAN, do a POST request to the url <https://api.usw2.pure.cloud/api/v2/analytics/reporting/exports>, using the POST body listed below that is applicable to the missing file. Replace the date values in the interval with the relevant dates. Replace the mediaTypes value with ‘voice’
5. From the results, copy the selfUri and perform a GET request on the url consisting of the string <https://api.usw2.pure.cloud/> plus the selfUri, (ie paste the selfUri after this url and do a GET on this).
6. From the results, copy the downloadUrl and paste it into a browser. Download and save the resulting file. (Note: be sure not to open this file in Excel – it messes up the formatting).
7. Repeat steps 6 – 8 for the mediaTypes callback and chat for each type of file needed.
8. SFTP the data files into the directory /u01/maximus/maxdat-prd/NC\_GENESYS/data\_extracts on the app server. The files will load to the database tables when the next hourly load job runs.

POST Bodies to Use (Note: replace interval and mediaTypes with appropriate values. Also note that for Queue Performance Summary View, you will need to check to make sure the queue ids listed in the Post body match the currently used queues (check on the database by querying the DP\_GENESYS.GEN\_NC\_QUEUE\_PERFORMANCE\_SUMMARY table):

{"name":"FLOW\_OUTCOME\_SUMMARY\_VIEW\_DATE\_HOLDER\_D\_24\_CALLBACK","timeZone":"America/New\_York","exportFormat":"csv","interval":"2020-09-24T04:00:00/2020-09-25T04:00:00","period":"P1D","viewType":"FLOW\_OUTCOME\_SUMMARY\_VIEW","filter":{"mediaTypes":["callback"]},"locale":"en-us"}

{"name":"QUEUE\_PERFORMANCE\_SUMMARY\_VIEW\_DATE\_HOLDER\_D\_24\_CHAT","timeZone":"America/New\_York","exportFormat":"csv","interval":"2021-01-26T19:00:00/2021-01-26T20:00:00","period":"P1D","viewType":"QUEUE\_PERFORMANCE\_SUMMARY\_VIEW","filter":{"mediaTypes":["chat"],"queueIds":["5d99de0a-0edd-4c0b-aa56-3a0666b54172","ca6239f9-71ce-4413-9649-71129fb8fda9","38ca8768-8470-49fd-a54d-138ffa045495","2d62f45f-8875-4348-859d-66e2a8111db5","67e186e2-9469-4bfa-a511-355f380e5f9e","681620c0-5eb3-43e6-8c7b-cec241d1ca2c","35b7fbb0-c94a-490a-a9aa-4c6167681287","f7e052ae-7258-49b2-84cb-4c61c821b174","19040191-b9bb-4a84-bc5e-a1ddb03f7671"]},"locale":"en-us"}

{"name":"DNIS\_PERFORMANCE\_SUMMARY\_VIEW\_DATE\_HOLDER\_D\_24\_CALLBACK","timeZone":"America/New\_York","exportFormat":"csv","interval":"2020-09-24T04:00:00/2020-09-25T04:00:00","period":"P1D","viewType":"DNIS\_PERFORMANCE\_SUMMARY\_VIEW","filter":{"direction":["inbound","Inbound/Outbound","Outbound"],"mediaTypes":["callback"]},"locale":"en-us"}

{"name":"AGENT\_PERFORMANCE\_SUMMARY\_VIEW\_DATE\_HOLDER\_D\_24\_CALLBACK","timeZone":"America/New\_York","exportFormat":"csv","interval":"2020-09-24T04:00:00/2020-09-25T04:00:00","period": "P1D","viewType":"AGENT\_PERFORMANCE\_SUMMARY\_VIEW","filter":{"mediaTypes":["callback"]},"locale":"en-us"}

{"name":"WRAP\_UP\_PERFORMANCE\_SUMMARY\_VIEW\_DATE\_HOLDER\_D\_24\_CALLBACK","timeZone":"America/New\_York","exportFormat":"csv","interval":"2020-09-24T04:00:00/2020-09-25T04:00:00","period":"P1D","viewType":"WRAP\_UP\_PERFORMANCE\_SUMMARY\_VIEW","filter":{"mediaTypes":["callback"]},"locale":"en-us"}

{"name": "SKILLS\_PERFORMANCE\_VIEW\_DATE\_HOLDER\_D\_24\_CALLBACK","timeZone":"America/New\_York","exportFormat":"csv","interval":"2020-09-24T04:00:00/2020-09-25T04:00:00","period":"P1D","viewType":"SKILLS\_PERFORMANCE\_VIEW","filter":{"mediaTypes":["callback"]},"locale":"en-us"}

{"name":"AGENT\_STATUS\_SUMMARY\_VIEW\_DATE\_HOLDER\_W\_WEEKLY\_MEDIA\_TYPE\_HOLDER","timeZone":"America/New\_York","exportFormat":"csv","interval":"interval":"2021-01-23T04:00:00/2021-01-24T04:00:00","period": "P1D","viewType": "AGENT\_STATUS\_SUMMARY\_VIEW","filter":{"divisionIds":["8985ebd1-8590-48d5-8e67-58039beb24a1"]},"locale":"en-us"}