

# Announcing: New Cubes Deployment

**Note:** The following updates are planned to be rolled out in early September 2024 for all customers

## Summary of Change:

As part of ASAPP's efforts to improve efficiency, data warehouses are being migrated to a more scalable and performant architecture. The new design involves moving cube data preprocessing (e.g., Sisense custom tables) from Sisense to the new architecture.

**More details:** The following cubes will be retired, and their corresponding cubes will be activated as part of this deployment process: For all ASAPP Customers changes would be for *Digital Conversation Details*, *Digital Flow Metrics*, *Digital Proactive Metrics* and for select few changes will be for *Digital Repeat Contacts Metrics*, formerly known as *Digital Summary Metrics*.

The **following benefits** will be achieved due to the new improved cube design in the new architecture:

- **Optimization:** The old OLTP databases are designed to support transactions across various software applications, whereas the new one is inherently optimized for OLAP (Online Analytical Processing). The new cubes are, on average, 40% smaller and build 30% faster than their old equivalents.
- **Simplicity:** Current cubes require an additional layer of data transformation before exposing our data model to Sisense. This process imposes extra computational overhead and storage requirements on our BI tool. In contrast, the new cubes integrate seamlessly with our data model from the outset, as all necessary transformations are performed internally within the new database.
- **Availability:** The new cubes can be easily converted into Live Models, which query the database directly without the need for scheduled refreshes. With Live Models, data remains up-to-date in comparison to the source, and errors are easier to monitor and debug.

## Other Impacts:

- Data discrepancies of up to 0.1% are expected between current and new cubes. The exceptions to this rule are the Rep Activity and Rep Utilization metrics, which are impacted by known synchronization failures in the old architecture:
  - **Rep Activity** discrepancies average around 1%.
  - **Rep Utilization** discrepancies average around 2%, except for the "Total Unavailable Clicks" metric, which shows a discrepancy of 30% on average.
- Regardless of these discrepancies, *New cube data aligns with underlying data sources.*
- Unlike previous ones, the *new cubes can handle NULL-valued intents*, which Sisense will display as 'N/A'. Additionally, the new cubes will display timestamps up to milliseconds precision level.

Happy Analyzing! 🚀📊