Genesys Customer Experience Insights Project Guide

Genesys CX Insights Project

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This section contains object information for the *Genesys CX Insights* project, which is used to build reports from Genesys Info Mart data.

The Genesys CX Insights project is the original project for GCXI, and contains historical reports and objects for a wide variety of Genesys products, organized into the following folders:

- GCXI > Agent folder
- GCXI > Billing Data folder
- GCXI > Business Attribute folder
- GCXI > Callback folder
- GCXI > Chat folder
- GCXI > Chat Bot folder
- GCXI > Co-browse folder
- GCXI > Designer folder
- GCXI > Detail folder
- GCXI > Outbound Contact folder
- GCXI > Predictive Routing folder
- GCXI > Queue folder
- GCXI > Service Objects folder
- GCXI > Time folder
- GCXI > User Data Example folder
- GCXI > User Data Call Survey folder