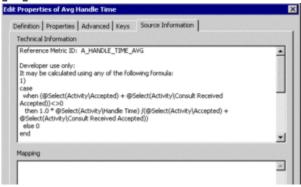# GENESYS™

Genesys Interactive Insights User's Guide

Customizing Measure Definitions

12/14/2025

Customizing Measure Definitions

Genesys supports limited customization of the following measures in GI2_Universe:

Activity Class	Queue Class
Avg Handle Time Handle Time	% Accepted % Accepted 80 Avg Handle Time Handle Time
BA Customer Class % First Response Time Service Level	**Summarized State Class** % Occupancy

[+] More Information

Alternate Definition of the Activity\Avg Handle Time
Measure

The supported alternate definitions for each measure are provided only in the measure's Source Information properties in Designer, as shown in the figure *Alternate Definition of the Activity\Avg Handle Time Measure*. Alternate definitions are not provided within the documentation.

Composite measures are based on the definitions of their supporting measures, which have definitions that might also be customizable. So, if you customize one definition, be sure to consider customizing the supported definitions for the entire family of measures that is affected by your change. Also consider the full ramifications of your changes, as some of the measures are used by more than one report. The Activity\Avg Handle Time measure, for instance, is used by the following seven reports:

- Agent Conduct Report
- Agent Group Business Result Report
- Agent Group Customer Segment Report
- Agent Group Interaction Handling Report
- Agent Group Service Type Report

- Agent Queue Report

- Agent Utilization Report

Alternate Field, Showing Whether Customization Is Supported

Changing a measure's definition in Designer affects all of the reports in which the measure is used. Refer to each measure's description in the *Genesys Interactive Insights Universe Guide* for a listing of GI2 reports that employ a measure. The *Genesys Interactive Insights Universe Guide* also lists whether customization for a particular measure is supported under the `Alternate?` field of the measure's form—a portion of which is shown in the figure *Alternate Field, Showing Whether Customization Is Supported* for the `Activity\Avg Handle Time` measure.

To change a measure's definition:

[+] Show Steps

1. Within Designer, open the measure's properties.

2. On the `Source Information` tab, copy the appropriate alternate definition from the `Technical Information` frame. There might be more than one definition from which you can choose.

3. On the `Definition` tab, replace the definition that is listed in the `Select` frame with the alternate definition that you copied.

4. On the `Properties` tab, verify that the correct aggregation function is assigned. (Designer might reset this value to Sum when you make certain changes to measures.)

5. In the `Description` frame, edit the measure's description to match the definition that you chose.

6. Click `OK` to save and close the measure's properties.

7. Export the universe back to the repository so that the changes that you make are available to all users.

The Report's Description Tab in Web Intelligence

To ensure that report users see accurate descriptions, you must also update measure descriptions, as appropriate, in the reports in which the customized measures are used. The reports do not inherit descriptions from Designer; you must update them manually. You can find the descriptions on the `Descriptions` tab of each report in Web Intelligence, as shown in the figure *The Report's Description Tab in Web Intelligence*.

You can also create new measures that are based on the definitions of existing universe measures by using the `Formula Toolbar` within Web Intelligence. These new measures are available only within the Web Intelligence document in which you create them. In general, Genesys does not recommend this approach to define new measures. Ensure that only qualified personnel use the custom formula capability.