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Genesys Interactive Insights User's Guide

Supplementary Reading

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This section describes additional documentation resources.

- BusinessObjects XI 3.1
 - *SAP BusinessObjects Enterprise XI 3.1 InfoView User's Guide*
 - *BusinessObjects Enterprise XI 3.1 Universe Designer*
 - *BusinessObjects Enterprise XI 3.1 Building reports with the SAP BusinessObjects Web Intelligence HTML Report Panel*
- BusinessObjects Business Intelligence Platform 4.1
 - *Business Intelligence Platform User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2*
 - *Business Intelligence Launch Pad User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2*
 - *Information Design Tool User Guide—SAP BusinessObjects Business Intelligence platform 4.1 Support Package 2*
- Genesys
 - The [Genesys Glossary](#) provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.
 - [Genesys Migration Guide](#), available on the [Genesys Documentation website](#), provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.
 - Release Notes and Product Advisories for this product, which are available on the [Genesys Documentation website](#).

Information about supported hardware and third-party software is available on the [Genesys Documentation website](#) in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)
- [Genesys Hardware Sizing Guide](#), which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of [System-Level Documents](#) on the Genesys Documentation website (docs.genesys.com).

Genesys product documentation is available on the:

- [Genesys Customer Care website](#)
- [Genesys Documentation website](#)
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [Genesys Order Management](#).