GENESYS™

Genesys Interactive Insights User's Guide

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Genesys Interactive Insights (GI2) provides reports that summarize contact center activity and an entire universe of elements (the *GI2_Universe*) that support them.

This guide picks up where the *Genesys Interactive Insights Deployment Guide* leaves off. Begin to use this document only after you have configured Genesys Info Mart 8.1 and its supporting applications to measure and record contact center activity, installed and set up your BusinessObjects (BO) environment, and installed and imported the appropriate reports and universe. This document describes:

- how to manage the reports that are deployed with the GI2 8.1 release,

- how to create or modify reports and the supporting universe elements by using BO software,

- how universe elements are organized to paint a picture of contact center activity within your enterprise,

This document describes the 8.1.x release(s) of GI2. For other releases of GI2, visit the Genesys Customer Care website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at Genesys Order Management. BusinessObjects Business Intelligence Platform (BI) 4.1 provides functionality similar to that provided by BO XI 3.1, though the names of some applications, tools, and options differ. Screen shots and BO software references in this document mostly pertain to BO 3.1 terminology.

BO software

GI2 is powered by:

- BO XI 3.1 software for GI2 releases 8.1.0 and 8.1.1.
- BI 4.1 software for GI2 releases 8.1.3 and 8.1.4.

This document does not describe how to operate BO software, because that information is provided in documentation provided by SAP. For more information about the operation of Web Intelligence, InfoView, and/or Designer, refer to the BO documentation, available from the following sources:

- from the SAP BusinessObjects Business Intelligence Platform Documentation CD,

- if you are a direct SAP customer, you can acquire the BusinessObjects documents from the SAP website,

- if you obtained BO software through Genesys, you can acquire BusinessObjects documents from this page on the SAP website.

Refer to the *Genesys Interactive Insights Universe Guide* for more information about GI2 universe elements and reports.

Tip

Because you can customize the appearance and functionality of BO user interfaces, and because this guide supports both BO 3.1 and BI 4.1, screens shown in this guide might differ from what you see in your environment.