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Genesys Interactive Insights Deployment Guide

Genesys Interactive Insights 8.5 Deployment Guide

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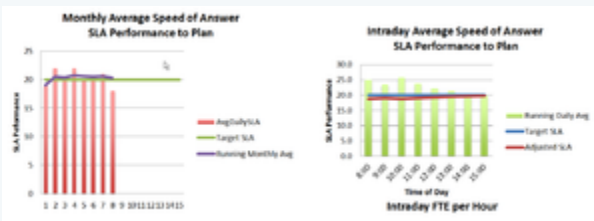
Genesys Interactive Insights 8.5 Deployment Guide

Welcome to the *Genesys Interactive Insights Deployment Guide*. This document introduces you to the configuration, installation, setup, and start procedures that are relevant to the setup of Genesys Interactive Insights (GI2) universes and the operation of GI2 reports. This document is valid only for the 8.5.x releases of GI2. For versions of this document that have been created for other releases of these products, visit the Genesys Customer Care website, or request the Documentation Library DVD, which you can order by email from [Genesys Order Management](#).

About GI2

GI2 provides reports that summarize contact center activity and an entire universe of supporting elements (GI2_Universe). Reports display contact center activity using a variety of visual devices, such as those shown in the Figure **Example Report**.

Tip



Example Report

As with most illustrations in this document, the Figure shown here is a *thumbnail*; click it to view a larger version.