GENESYS™

Performance DNA Administrator Guide

Managing and Viewing Crystal Reports

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Performance DNA supports importing and viewing custom-designed Crystal Reports. Users can create an in-house Crystal Report by using specific reporting parameters. The features associated with Crystal Reports are located in the Manage Reports, Report Categories and View Reports pages.

Note: The new Crystal Reports functionality is only supported for Internet Explorer version 8 or above and the latest versions of other browsers (e.g. Chrome, Firefox and Safari).