



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Interactive Insights User's Guide

Customizing the GI2 Universe and Reports

4/2/2025

Customizing the GI2 Universe and Reports

This section provides general guidelines for how to customize the GI2 universe and reports to achieve additional functionality. Emphasis is placed on customizing a copy of the reports and/or making a copy of the GI2_Universe universe.

BO does not maintain older versions reports, and once you save changes to a report and export universe elements to the repository, you cannot restore the previous version.

After you have customized definitions in the universe, remember that you must export the universe back to the BO repository so that your changes are made available to report users, using the procedure described in the *Genesys Interactive Insights 8.1 Deployment Guide*, under the “Exporting the Universe Back to the Repository” section. Note that the procedures in this chapter describe customizations using BO XI software and terminology.

Warning

Carefully design and implement all Universe customizations, and test them fully in your own environment before placing them into production. Genesys does not support the implementation of the procedures in this chapter other than where explicitly recommended. Genesys Quality Assurance has not tested these procedures, but believes that, if you use them as general guidelines, they will enhance your GI2 experience.

For additional information, see the following sections:

- [Customizing Measure Definitions](#)
- [Distinguishing Same-Named Queues](#)
- [Creating Week-Level Reports](#)
- [Using 15-Minute Aggregation](#)
- [Removing Fields from Reports](#)
- [Using Attached Data](#)
- [Changing the Forecast](#)
- [Using Cascading Prompts](#)
- [Reporting Outside the GMT Time Zone](#)
- [Setting the Scope of Analysis](#)
- [Troubleshooting Incompatibility](#)