



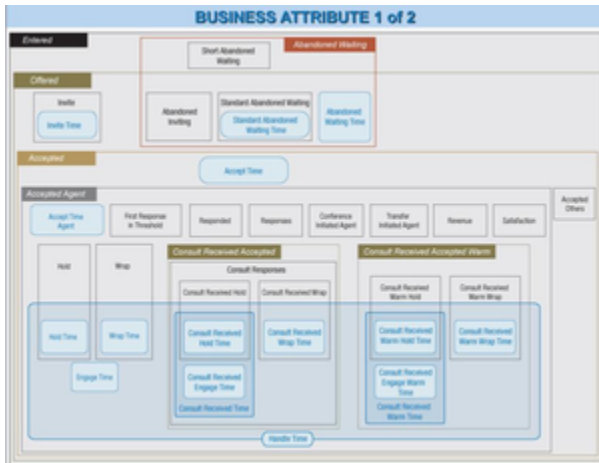
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# Genesys Interactive Insights User's Guide

Measure Maps

# Measure Maps

Several measure maps that illustrate the relationships among measures in the universe are available in the Documentation folder in InfoView. The same folder contains the *Genesys Interactive Insights Universe Guide*, this User's Guide, and a graphic illustrating the synchronicity of interactions. The measure maps that are available include the following:



The Business Attribute (1 of 2) Measure Map (Release 8.1.1)

<ul style="list-style-type: none"><li>• Agent Activity</li><li>• Agent Activity – Interaction State</li><li>• Agent Activity – Summarized State</li><li>• Business Attribute 1 of 2</li><li>• Business Attribute 2 of 2</li></ul>	<ul style="list-style-type: none"><li>• Agent Contact</li><li>• Contact Attempt</li><li>• Queue 1 of 2</li><li>• Queue 2 of 2</li></ul>
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The figure *The Business Attribute (1 of 2) Measure Map (Release 8.1.1)* shows one of the two Business Attribute measure maps, corresponding to measures offered in the 8.1.1 release.