

GENESYS[®]

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Genesys Interactive Insights User's Guide

Measure Maps

4/2/2025

Measure Maps

Several measure maps that illustrate the relationships among measures in the universe are available 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:

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

- Agent Activity
- Agent Activity Interaction State
- Agent Activity Summarized State
- Business Attribute 1 of 2
- Business Attribute 2 of 2

- Agent Contact
- Contact Attempt
- Queue 1 of 2
- Queue 2 of 2

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.