Genesys Interactive Insights User's Guide

Supplementary Reading

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Supplementary Reading

This section describes additional documentation resources.

- BusinessObjects XI 3.1

    - *SAP BusinessObjects Enterprise XI 3.1 InfoView User's Guide*

    - *BusinessObjects Enterprise XI 3.1 Universe Designer*

    - *BusinessObjects Enterprise XI 3.1 Building reports with the SAP BusinessObjects Web Intelligence HTML Report Panel*

- BusinessObjects Business Intelligence Platform 4.1

    - *Business Intelligence Platform User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2*

    - *Business Intelligence Launch Pad User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package 2*

    - *Information Design Tool User Guide—SAP BusinessObjects Business Intelligence platform 4.1 Support Package 2*

- Genesys

    - The Genesys Glossary provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms.

    - *Genesys Migration Guide*, available on the Genesys Documentation website, provides documented migration strategies for Genesys product releases. Contact Genesys Customer Care for more information.

    - Release Notes and Product Advisories for this product, which are available on the Genesys Documentation website.

    Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*

- *Genesys Supported Media Interfaces Reference Manual*

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for the Genesys 8.x releases. For additional system-wide planning tools and information, see the release-specific listings of System-Level Documents on the Genesys Documentation website (docs.genesys.com).

    Genesys product documentation is available on the:

- Genesys Customer Care website

- Genesys Documentation website

- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at Genesys Order Management.