GENESYS™

Genesys Interactive Insights Universe Guide

Genesys Interactive Insights 8.1.4

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Genesys Interactive Insights 8.1 Universe Guide

Welcome to the *Genesys Interactive Insights Universe Guide.* This document describes the Genesys-provided reports that can be used with Genesys Info Mart release 8.1 and elements of the Genesys Interactive Insights universes (GI2_universe)—their classes, dimensions, conditions, lists of values, and measures.

For the 8.1 release of Genesys Interactive Insights (GI2), Universe information is found in the following sources:

- *Genesys Interactive Insights Universe Guide*—Describes all objects in the universe up to GI2 Release 8.1.106.06.

- Universe Guide Supplement—Describes changes in the universe after GI2 Release 8.1.106.06.

Universe Guide Supplement

This page supplements the *Genesys Interactive Insights Universe Guide* by providing information about changes introduced in Genesys Interactive Insights (GI2) but not described in the *Genesys Interactive Insights Universe Guide*.