



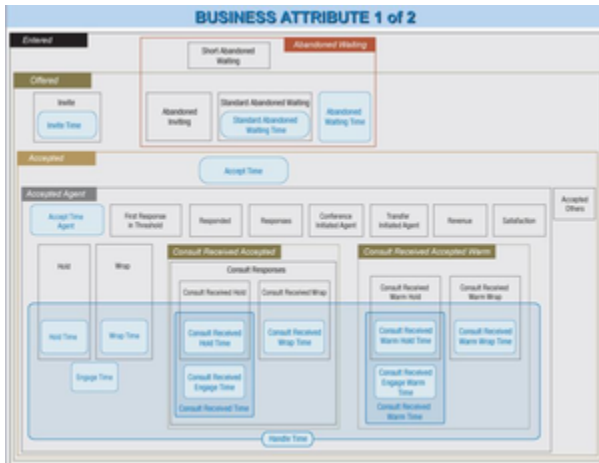
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Genesys Interactive Insights User's Guide

Measure Maps

Measure Maps

Several measure maps that illustrate the relationships among measures in the universe are available in the Documentation folder in BI LaunchPad. 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

- 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* shows one of the two Business Attribute measure maps.