Genesys Interactive Insights User's Guide

Setting the Scope of Analysis

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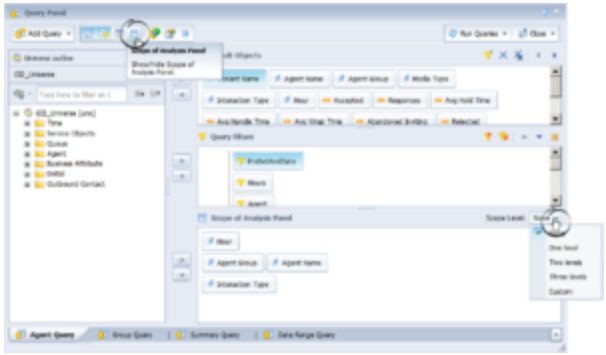

Scope of Analysis for the Agent Conduct Report

When you run and save a report, BI software stores analytical information about the report in the report's cube. This information includes referenced universe elements, the database query, the returned results, and the report's scope of analysis, which defines the degree of data that is retrieved from the data mart as the result of a query. This degree of data corresponds directly to the additional hierarchical levels, lower than those initially designed to be included in the query. The figure *Scope of Analysis for the Agent Conduct Report* shows the **Scope of Analysis** dialog for the Agent Conduct Report. This dialog becomes visible when you edit a report's query within Web Intelligence and click the **Show/Hide Scope of Analysis Panel** icon on the menu bar.

By default, the GI2 reports have the **Scope of Analysis** set to **None**; this means that no extra data is stored within the report cube other than the dimensions that are directly used by the query to organize and retrieve results. This minimizes the size of a report cube and maximizes the report performance by reducing the time required to run the report (retrieve data from the Data Mart) and display the results. However, to make extra data available to your users, you can customize each report to broaden its scope of analysis. You can change the **Scope of Analysis** to:

- **One level**
- **Two levels**
- **Three levels**
- **Custom** (**Custom** permits you to selectively designate the additional objects that should be included in the query.)

Refer to the BO/BI documentation for further information about this feature.