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Genesys Interactive Insights User's Guide

[Additional Resources](#)

Additional Resources

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Genesys Info Mart

Documentation for Genesys Info Mart is available on the [Genesys Documentation website](#):

- [Genesys Info Mart Operations Guide](#), for information about Genesys Info Mart jobs such as Job_AggregateGIM, and the Genesys Info Mart Manager, which you can use to manage Genesys Info Mart jobs.
- [Genesys Info Mart Deployment Guide](#), for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (RAA) is available on the [Genesys Documentation website](#):

- [Reporting and Analytics Aggregates Deployment Guide](#), which describes the runtime parameters and configuration options mentioned in this document.
- [Reporting and Analytics Aggregates User's Guide](#), which describes the different modes of running aggregation, the aggregation hierarchies, and how to configure Reporting and Analytics Aggregates (RAA) to aggregate data based on these user-defined dimensions.
- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:
 - [Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database](#)
 - [Reporting and Analytics Aggregates Physical Data Model for an Oracle Database](#)
 - [Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database](#)

Genesys Interactive Insights

Important

Genesys Interactive Insights (GI2) 8.5 entered End of Life (EOL) on January 25, 2019. It enters End of Maintenance on July 28, 2020, and reaches End of Support on January 24, 2021. If you have questions, contact your account representative. GI2 is replaced by [Genesys CX Insights](#).

Documentation for Genesys Interactive Insights (GI2) is available on the [Genesys Documentation website](#):

- [Genesys Interactive Insights Deployment Guide](#), which will help you install, start, stop, and uninstall the Genesys-provided image of BI and the GI2 reports and universe.
- [Genesys Interactive Insights Universe Guide](#), which describes, in detail, the reports and measures that are provided in the GI2 release.
- [Genesys Interactive Insights User's Guide](#), which includes a report- customization example that displays aggregated results that are sectioned by your own custom user data.

BusinessObjects Business Intelligence Platform 4.1

Documentation for BusinessObjects Business Intelligence Platform 4.1 (BI) is provided by SAP (see BO Documentation):

- [Business Intelligence Platform User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package](#)
- [Business Intelligence Launch Pad User Guide—SAP BusinessObjects Business Intelligence Platform 4.1 Support Package](#)
- [Information Design Tool User Guide—SAP BusinessObjects Business Intelligence platform 4.1 Support Package](#)

Genesys

Additional documentation for Genesys products is available, as follows:

- 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:

- The [Genesys Interactive Insights](#) page in the [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:

Additional Resources

- [Genesys Customer Care website](#)
- [Genesys Documentation website](#)
- Genesys Documentation Library DVD, which you can order by email from Genesys Order Management at [Genesys Order Management](#).