Genesys Interactive Insights User's Guide

Understanding the Universe

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Understanding the Universe

This section provides general information about the GI2 Universe, and helps you understand how to use the Information Design Tool.
The universe for GI2 consists of the following elements:

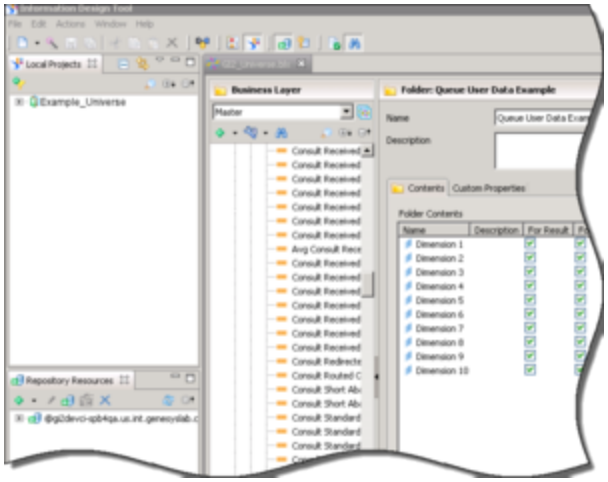
- nearly 600 measures
- 60 conditions (otherwise known as filters)
- several queue, agent, and time-related dimensions
- hierarchies
- lists of values
- hidden elements

You organize and manage these elements using the Information Design Tool (see the figure *The Information Design Tool*). Note, however, that if your universe uses the BOE 3.1 UNV format, you must manage it using the Universe Design Tool.

[+] More Information

Most of the elements used by the GI2 reports are defined in the universe. Other elements—such as the labels, the page footer, column headers, and a portion of report headers—are defined in the report structure using Web Intelligence. Note that there are many universe elements that are not used in any report. The *Genesys Interactive Insights Universe Guide* describes each element and the reports that rely on them.

Universe restructuring should be performed only by users who possess a profound understanding of Info Mart tables and columns and commensurate knowledge of BI software. Genesys does not support modifications to universe elements beyond those customizations described in Customizing the GI2 Universe and Reports. Because universe elements serve as the semantic layer for all users, Genesys recommends that you do not allow your general user population to modify universe elements. For information about controlling the rights of GI2 (BO) users, see the BO/BI Documentation.



The Information Design Tool

The GI2 Universe in the Information Design Tool

The GI2 Universe in the Information Design Tool

The elements within the GI2 universe constitute the business-friendly semantic layer of Genesys Info Mart.

[+] More Information

This universe contains:

- Predefined SQL-based objects that map to SQL structures (tables, columns, database functions) in the Info Mart database.
- A schema of the tables and joins that are used in the Info Mart.

The Information Design Tool is the BusinessObjects tool that was used to define this layer and the tool that you can use (if your account has the appropriate rights) to:

- Modify the objects to affect which results are retrieved by the GI2 reports.
- Create new universe objects (or universes) for use in Web Intelligence reports.
- See the *extended* definitions of objects that belong to the GI2 universe. (*Basic* descriptions of measures are visible to all users in the BI LaunchPad and Web Intelligence interfaces.)

- Specify connection parameters to one or more database middleware.

Through Web Intelligence, report users connect seamlessly to the GI2 universe and run queries against their data mart. Report users can perform data analysis and create new reports, choosing objects from the GI2 universe, without ever seeing or having to understand the complex queries or data structures of their underlying data mart.

Supported Alternate Definitions of the % Accepted Measure

For instructions on how to use this component, refer to the *Information Design Tool User Guide* available from SAP. Certain modifications to universe elements are supported; these are indicated in the description of a particular measure in the *Genesys Interactive Insights Universe Guide*. In addition, if alternate definitions exist, they are provided in the measure's properties on the **Source Information** tab, which is shown in the figure *Supported Alternate Definitions of the % Accepted Measure*. In the Information Design Tool, supported alternate definitions begin with the phrase "Developer use only". (You might have to scroll to read all of the alternate definitions.) Refer to Customizing Measure Definitions for the preferred procedure for changing these definitions.

For more information about the universe, see the following pages:

- Measure Names
- Classification of Measures
- Available Media Types
- Source of Aggregated Information
- Measure Maps
- Media-Neutral Measure Mapping