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Genesys Interactive Insights User's Guide

Genesys Interactive Insights 8.5 User's Guide

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Welcome to the *Genesys Interactive Insights User's Guide*. Genesys Interactive Insights (GI2) provides reports that summarize contact center activity and an entire universe of elements (the *GI2_Universe*) that support them.

This is the first page of this document. Use the navigation buttons on the left to move to other pages in the document, or the links at the bottom of the page to move forward/back through the document, one page at a time.

This guide picks up where the *Genesys Interactive Insights Deployment Guide* leaves off. Begin to use this document only after you have configured Genesys Info Mart 8.5 and its supporting applications to measure and record contact center activity, installed and set up your BusinessObjects Business Intelligence Platform (BI) 4.1 environment, and installed and imported the appropriate reports and universe. This document describes:

- how to manage the reports that are deployed with GI2,
- how to create or modify reports and the supporting universe elements using BI software,
- how universe elements are organized to paint a picture of contact center activity within your enterprise.

This document describes the 8.5.x release(s) of GI2. For other releases of GI2, visit the Genesys Customer Care website, or request the Documentation Library DVD, which you can order by email from Genesys Order Management at [Genesys Order Management](#). GI2 8.5.x releases rely on BusinessObjects Business Intelligence Platform (BI) 4.1, which provides functionality similar to that provided by BO XI 3.1 in releases 8.1.1 and earlier, though the names of some applications, tools, and options differ.

BI 4.1 software

GI2 8.5.0 is powered by BI 4.1 software. This document does not describe in detail how to operate BI software, because that information is provided in documentation provided by SAP. For more information about the operation of BI Launch Pad, Web Intelligence, or the Design tools, refer to the BO/BI documentation, available from the following sources:

- from the SAP BusinessObjects Business Intelligence Platform Documentation CD,
- if you are a direct SAP customer, you can acquire the BusinessObjects documents from the [SAP website](#),
- if you obtained BI software through Genesys, you can acquire BusinessObjects documents from [this page on the SAP website](#).

Refer to the *Genesys Interactive Insights Universe Guide* for more information about GI2 universe elements and reports.

Tip

Because you can customize the appearance and functionality of BI user interfaces, screens shown in this guide might differ from what you see in your environment.