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## About This Software

Interactive Insights is the Genesys product that serves as the presentation layer for Genesys Info Mart 8.0. Interactive Insights leverages the ad-hoc analytical capabilities of Business Objects Enterprise (BOE) XI 3.1 software. For the Genesys 8.0 release, the Genesys Interactive Insights CD contains the Interactive Insights 8.0 Universe—the semantic layer which defines Interactive Insights metrics and dimensions in business-friendly terms; a set of standard reports based on the data supplied by your Genesys 8.0 Info Mart; and seamless integration of Reporting and Analytics Aggregates—the springboard of data retrieval for most of the Interactive Insights reports.

You can easily customize the Interactive Insights reports (using Web Intelligence) and measures (using Designer)—these applications are provided as part of the BOE XI 3.1 suite.

## New Features in Release 8.0.x

New features provided in Interactive Insights 8.0.1 include the following:

- Agent Outbound Campaign Report, which provides total and average durations of call-handling activities for agents who participate in outbound campaigns.
- Campaign Callbacks Summary Report, which provides the total number of callbacks that were processed by the contact center, breaking them down into the total number scheduled, missed, and completed for each reporting period and distinguishing personal callbacks from nonpersonal ones.
- Contact List Effectiveness Report, which provides the number of contact attempts that were generated by an Outbound campaign as well as a breakdown of the call results for those SIT-detected attempts for a selected calling list.
- Campaign Summary Report, which summarizes the disposition of contact attempts to reach customers in an Outbound campaign.
- Customer Perspective Report, which summarizes the average response times, revenue, and customer-satisfaction scores of contact center interactions by customer segment, service type, and media type from the customers' perspective—how much time elapsed before getting a response, how satisfied were they with their transaction, and how much money did they spend.
- Queue Outline Report, which has been improved to report the disposition of consult interactions as well as customer interactions with respect to the queues through which interactions enter.

- New measures, dimensions, and other universe elements to support the new and improved reports.
- Updated documentation to reflect universe changes. Documents in this release also blend in information about `iWD_universe` and the Interactive Insights reports that were developed for intelligent Workload Distribution (iWD)—a different Genesys data source. Note that `iWD_universe` and the GI2 for iWD reports are not included in the Genesys Interactive Insights (for GIM) product offering.

New features provided in Interactive Insights 8.0.0 include the following:

- Agent Summary Activity Report, which summarizes interaction-handling counts and durations by agent.
- Agent Details Activity Report, which complements the Agent Summary Activity Report providing further breakdown of results.
- Two Speed of Accept Reports, which break down the amount of time it takes agents to reply to short- and long-duration interactions in up to 20 time buckets.
- Agent Group Queue Business Attribute Report, which summarizes how interactions were characterized by the agents who processed them and by the queue-type device through which they were distributed.
- Interaction Volume Summary Report, which provides month-by-month comparisons over a two-year period for accepted and completed interactions that were assigned business attributes.
- Nearly all universe measures in all classes were expanded in scope to enable measurement of electronic mail and chat session activity in addition to voice activity.
- All Interactive Insights reports were expanded in scope to provide results for outbound and internal contact center activity in addition to inbound results.
- Report upgrade utility that enables your Interactive Insights reports from a different release to function in the current Interactive Insights release.
- New measures, dimensions, and other universe elements to support the new reports.
- Measure maps that elucidate universe structure via a series of illustrations.
- Various usability improvements.

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## Directories on This CD

### **documentation**

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

### **gi2**

Contains the installation files for the software.

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## Documentation

The Interactive Insights product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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# Technical Support

## Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are an Interactive Insights 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

## Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

## Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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