

CX ANALYTICS

CXA 2.7.7 RELEASE – WHAT'S NEW?

AGENDA



- Format Changes
- New Options

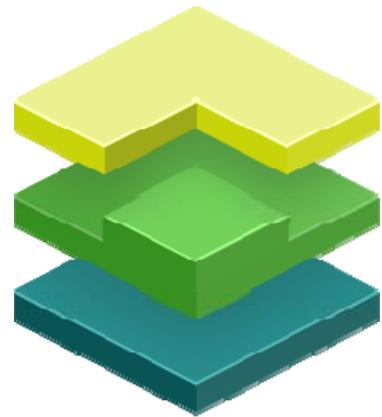
CX ANALYTICS 2.7.7 UPDATE



This presentation outlines CX Analytics changes in the current release.

In this release, Genesys upgraded the CX Analytics reporting software version from 9.4 to 10.5 MicroStrategy.

FORMAT CHANGES





UPDATE: GRAPHIC DESIGN

Different Graphical Design of Toolbar Colors and Report Object Icons:
The CX Analytics Prompt icons are now updated.

This prompt allows only one selection.
Available:

- This Week
- Last Week
- This Month
- Last Month
- Last 7 Days
- Last 14 Days
- Last 30 Days
- Last 60 Days
- Last 90 Days
- Last 180 Days
- Last 365 Days
- Last 3 Months
- Last 6 Months
- Last 12 Months
- This Year
- Last Year

NEW

Index X

Summary of your selections

1 Select your historical Timeframe from the following list

2 Check below option for Today's data

3 Select One or More Voice Sites. **(Required)**

This prompt allows only one selection.
Available:

- This Week
- Last Week
- This Month
- Last Month
- Last 7 Days
- Last 14 Days
- Last 30 Days
- Last 60 Days
- Last 90 Days
- Last 180 Days
- Last 365 Days
- Last 3 Months
- Last 6 Months
- Last 12 Months
- This Year
- Last Year

2. Check below option for Today's data
Note: Cannot be combined with Historical Prompts

Today
1 - 1 of 1

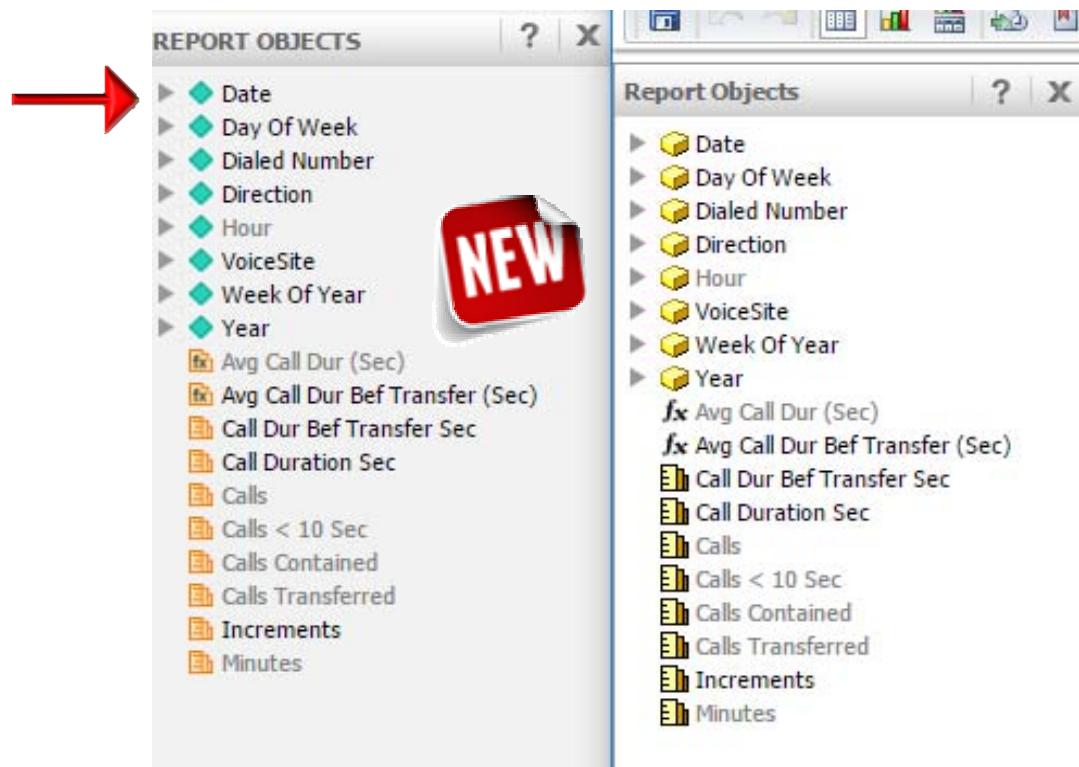
2. Check below option for Today's data
Note: Cannot be combined with Historical Prompts

Today
1 - 1 of 1



UPDATE: GRAPHIC DESIGN

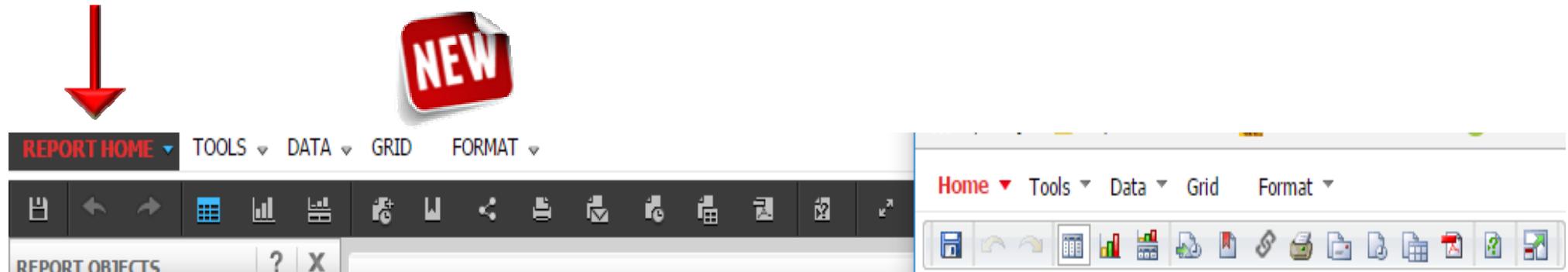
Different Graphical Design of Toolbar Color and Report Object Icons: The CX Analytics Report Object icons are updated.



NEW: REPORT HOME



The Home drop-down menu is now named **Report Home**. Toolbar colors and icons are updated.





NEW: REPORT DASHBOARD

The color and icons in the Report Dashboard Creator are changed.

A screenshot of the Report Dashboard Creator interface. On the left, there is a sidebar with the following items:

- New Dashboard (highlighted with a red arrow)
- New Report
- New Document
- New Folder
- Add External Data

The main area shows a "New Dashboard" card with a blue star icon. Below it is a navigation menu with the following items:

- Create... (with a grey folder icon)
- Search (with a magnifying glass icon)
- Shared Reports (with a user icon)
- My Reports (with a user icon)
- My Objects (with a folder icon)

To the right, there are two cards:

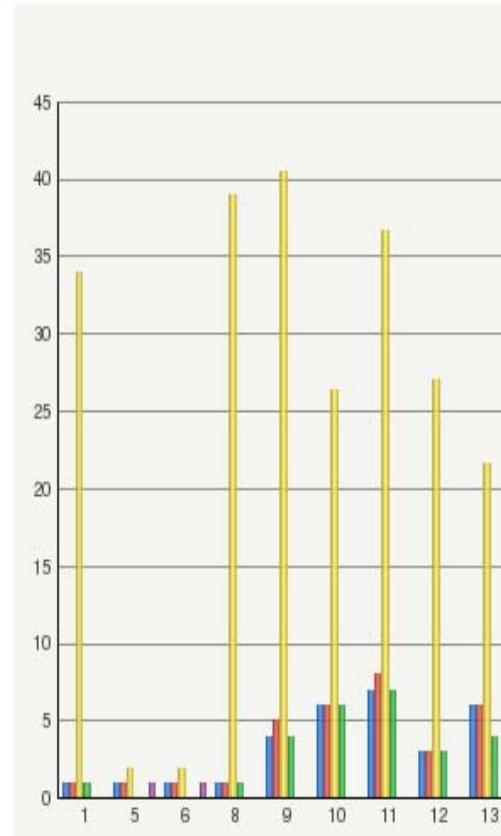
- A yellow folder card labeled "Age" with "Owner" and "Modif" below it.
- A white card labeled "11.0" with "Owner" and "Modif" below it.

At the bottom right of the interface is the Genesys logo.



NEW: REPORT DASHBOARD VIEW

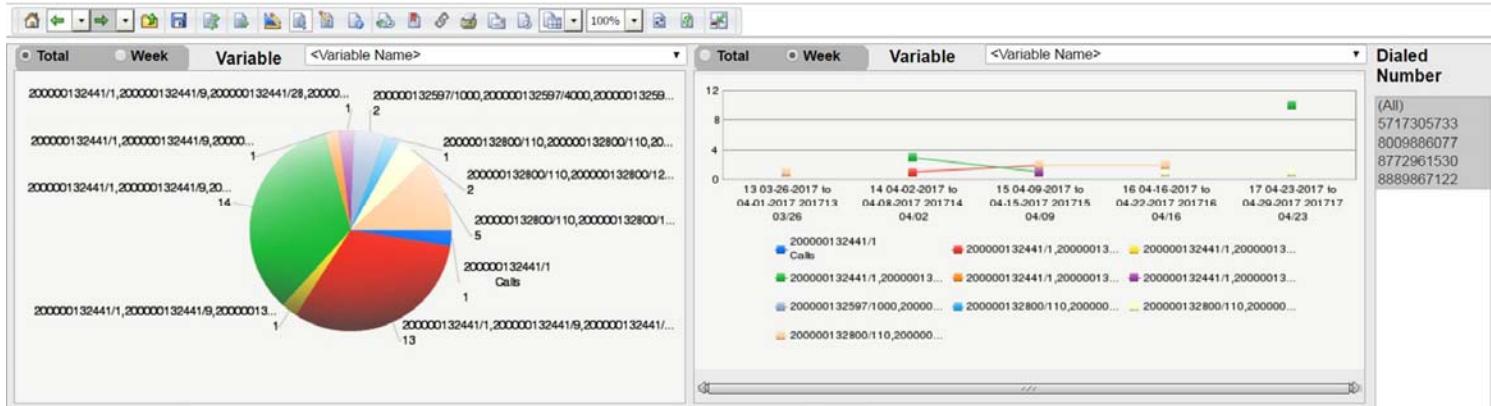
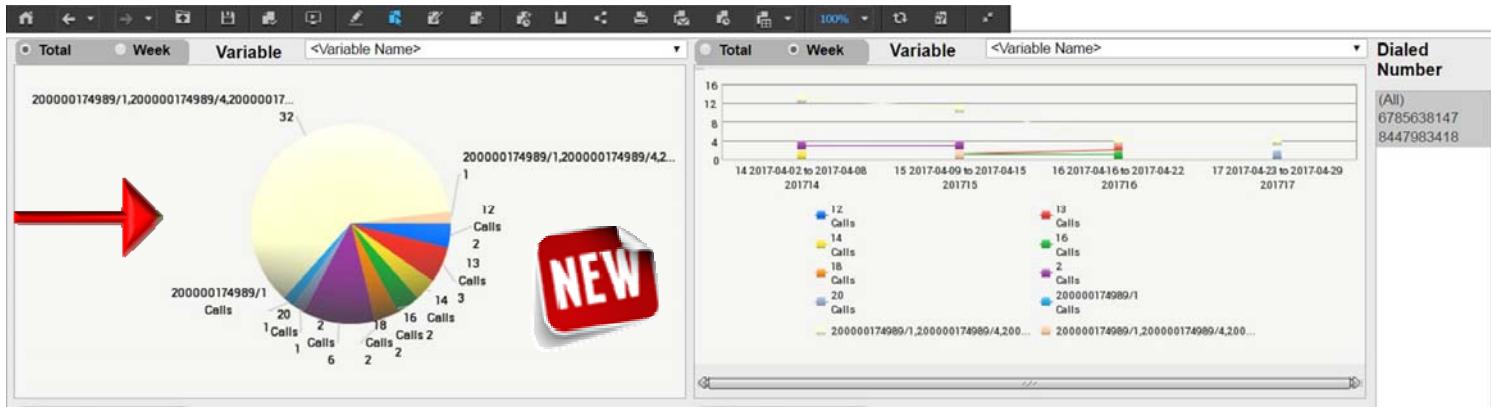
The default colors in some of the graphs and charts are changed.





NEW: REPORT DASHBOARD VIEW

The default colors in some of the graphs and charts are changed.





NEW: METRIC EDITOR UPDATES

The Metric Editor is updated. To add an object to the metric calculator, either double-click or drag the object into the calculation field.

The screenshot shows the Metric Editor interface. On the left, there's a sidebar with various functions like Average, Avg, Count, First, etc. A red arrow points from this sidebar towards the main calculation area. The main area has a text input field for 'Metric Name' containing 'New Metric'. Below it is a calculator-like interface with operators (+, -, ×, ÷, (,), <, >) and buttons for 'Validate' and 'Clear All'. A large red button labeled 'NEW' is overlaid on the calculation field. At the bottom, there are 'Save' and 'Cancel' buttons. To the right, there's a 'PROMPT DETAILS' window and an 'Insert New Metric' dialog box. The 'Insert New Metric' dialog shows a list of objects including Date, Day Of Week, Dialed Number, Direction, Month, and Quarter By Year. It also includes fields for 'Object', 'Name', 'Available', 'Definition', and buttons for 'Apply', 'OK', and 'Cancel'.



NEW: RENAME/EDIT OBJECTS

The Rename/Edit Objects action has been updated to **Rename**.

Add View Filter Condition...

Sort...

Drill...

Filter on Selections...

Hide nulls/zeros

Reset Data

Refresh

Re-prompt

Swap Rows and Columns

Insert New Metric...

Rename... ←

Edit Attribute Forms...

Show Totals

Edit Totals

Home ▾ Tools ▾ **Data ▾** Grid Format ▾

Add View Filter Condition...

Sort...

Drill...

Filter on Selections...

Hide Nulls/Zeros

Reset Data

Refresh

Re-prompt

Swap Rows and Columns

Insert New Metric...

Rename/Edit Objects



NEW: RENAME/EDIT OBJECTS

Once the Rename action is selected, CX Analytics displays this window.

The image shows two versions of the 'Rename/Edit Objects' dialog box side-by-side. Both panels have fields for 'Object:' (set to 'Date'), 'Name:' (containing 'Date'), and a 'Replace dynamic text:' checkbox. The right panel includes sections for 'Available:' (listing Date, Day Of Week, Dialed Number, Direction, Month, and Quarter By Year) and 'Definition:' (showing '[Date]'). A red arrow points from the 'Name:' field in the left panel to the same field in the right panel. A red button labeled 'NEW' is overlaid on the left panel.



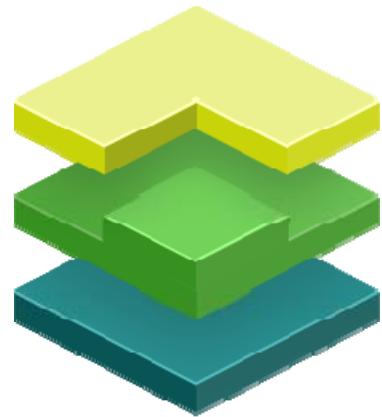
NEW: TOOLS DROP-DOWN MENU

Under **Tools**, additional shortcuts are now added to the drop-down menu, including **All Objects**.

The screenshot displays the Genesys interface with the 'TOOLS' dropdown menu open. A red arrow points to the 'All Objects' option in the menu. The menu also includes options like 'New...', 'Create Document', 'Create Dashboard', 'Report Objects', 'Page-by Axis', 'View Filter', 'Report Details', 'Prompt Details', 'Pivot Buttons', 'Sort Buttons', 'Report Bar', 'Graph Zones', 'Report Options...', and 'Report Details Page'. To the right of the menu, the main workspace shows various report and prompt details.

- New...
- Create Document
- Create Dashboard
- ✓ Report Objects
- All Objects ➡
- Page-by Axis
- View Filter
- ✓ Report Details
- ✓ Prompt Details
- Pivot Buttons
- Sort Buttons
- ✓ Report Bar
- Graph Zones
- Report Options...
- Report Details Page

NEW OPTIONS

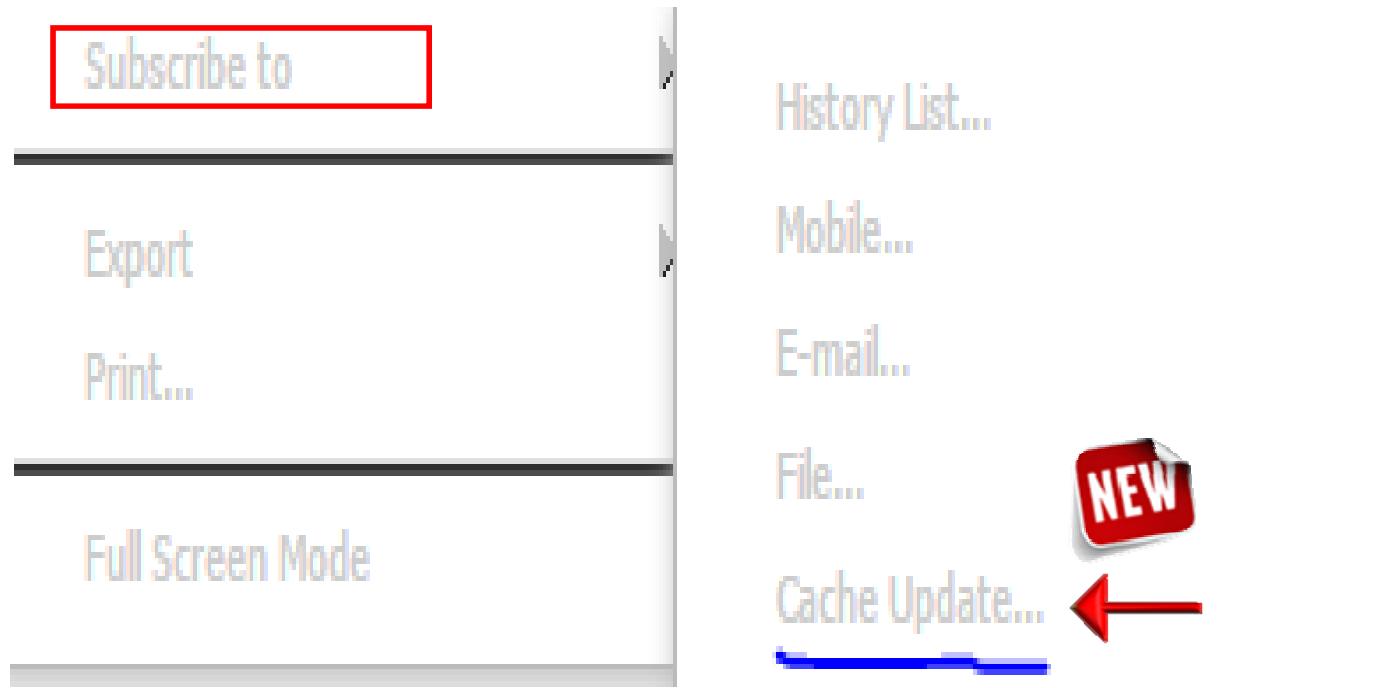




NEW: SUBSCRIBE TO OPTION

In the Subscribe to menu, a new option called **Cache Update** is added. It allows users to refresh the cache (that is. run it against the database).

Note: The caches are refreshed globally, so it's normally not necessary to use it.





NEW: SUBSCRIBE OPTIONS

Once Cache Update is selected, complete the subscription setup, and click **OK**.

Cache Update Subscription

Name: Date 4/24/17 1:44:54 PM

Report: Date

Schedule: 011. Every Morning ▾

To: PlaceCalls Holly (placecalls@test.com)

Delivery Format: HTML ▾

Run subscription immediately

Advanced Options

Delivery

Do not deliver after [] []

Delivery Notification

Send notification to email address:

OK **Cancel**



NEW: ADDITIONAL REPORT OPTIONS TAB



There is now an additional tab under Report Options called **Delivery**. It allows users to specify subscription permissions for a saved report.

The screenshot shows two instances of the 'Report Options' dialog box. The left instance is for a report titled 'By Year' and the right one is for 'MicroStrategy Mobile'. Both dialogs have tabs for General, Formats, Delivery, and Advanced. A large red arrow points to the 'Delivery' tab in the left dialog. In the left dialog's 'Users for Subscription' section, there are three radio button options: 'Do not allow users to subscribe to this report' (unchecked), 'Allow all users to subscribe to this report' (checked), and 'Only allow specific users to subscribe to this report' (unchecked). Below this is a 'Who Has Access' section with four buttons: 'Granted', 'Not Granted', 'Add', and 'Remove'. A red 'NEW' sticker is overlaid on the bottom-left area of the left dialog. The right dialog shows settings for 'MicroStrategy Mobile' data view (Tabular Interactive selected) and scheduling for subscriptions (allowing users to subscribe to all schedules). It includes a list of available schedules from 02 to 09 and a 'Selected' list which is currently empty. At the bottom of both dialogs are 'Apply', 'OK', and 'Cancel' buttons.