

CX ANALYTICS

CXA 2.7.7 RELEASE – WHAT'S NEW?

AGENDA



- Format Changes
- New Options

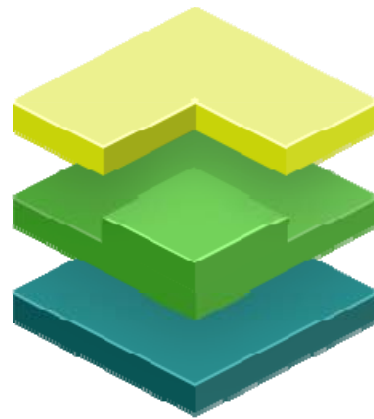
CX ANALYTICS 2.7.7 UPDATE



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.

The image displays a side-by-side comparison of the CX Analytics Prompt interface, highlighting design updates. A red arrow points to the 'This Week' option in the left panel, which is also marked with a red 'NEW' sticker. The left panel shows a list of timeframes with green downward arrows as icons. The right panel shows the same list with updated icons featuring a person and a speech bubble. Below the list, the 'Today' option is shown with a red cube icon in the right panel, which was previously a green diamond in the left panel. The 'Index' window in the center shows a summary of selections, including the chosen timeframe and voice sites.

Left Panel (Original Design):

- 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

Right Panel (Updated Design):

- 1. Select your historical Timeframe from the following list
- 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

Index Window:

- 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)

Today's data section:

Note: Cannot be combined with Historical Prompts

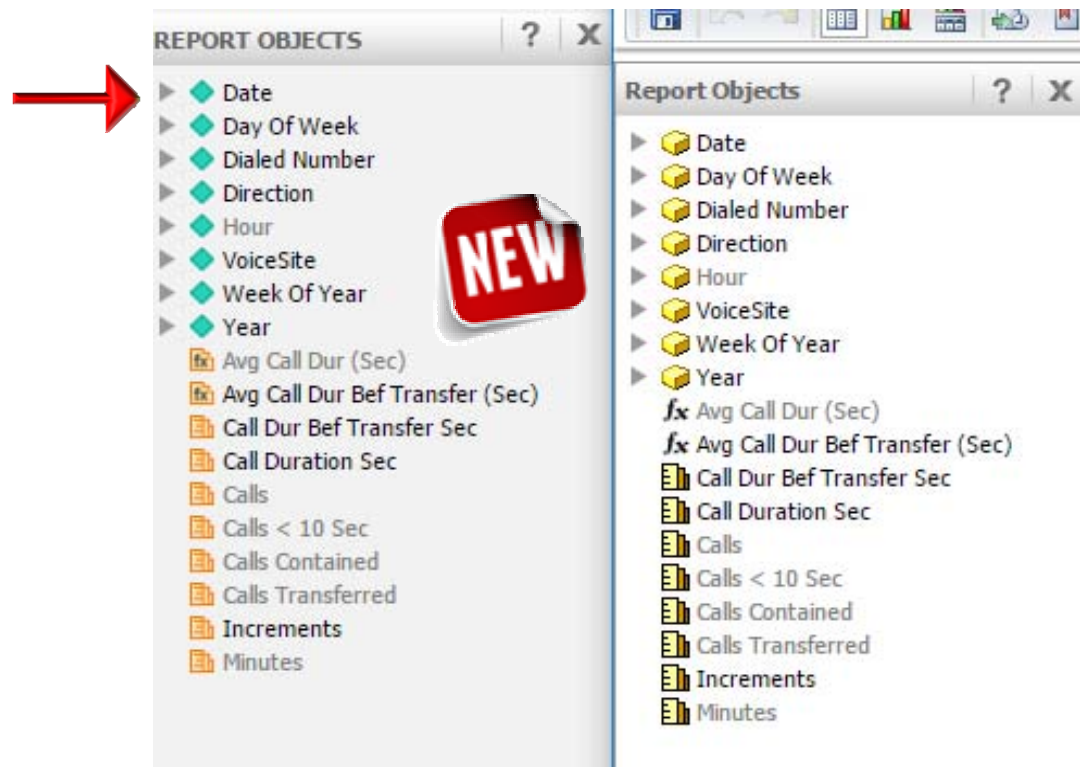
☐ ☒ Today

1 - 1 of 1

UPDATE: GRAPHIC DESIGN



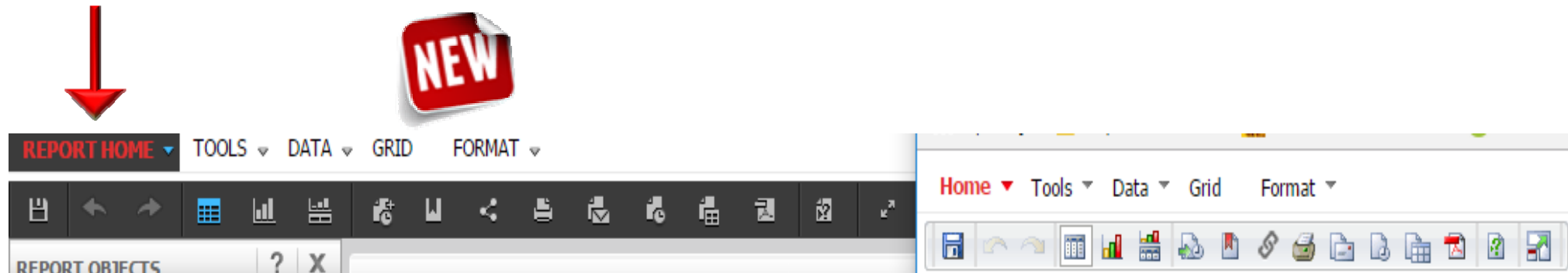
Different Graphical Design of Toolbar Color and Report Object Icons: The CX Analytics
Report Object icons are updated.



NEW: REPORT HOME



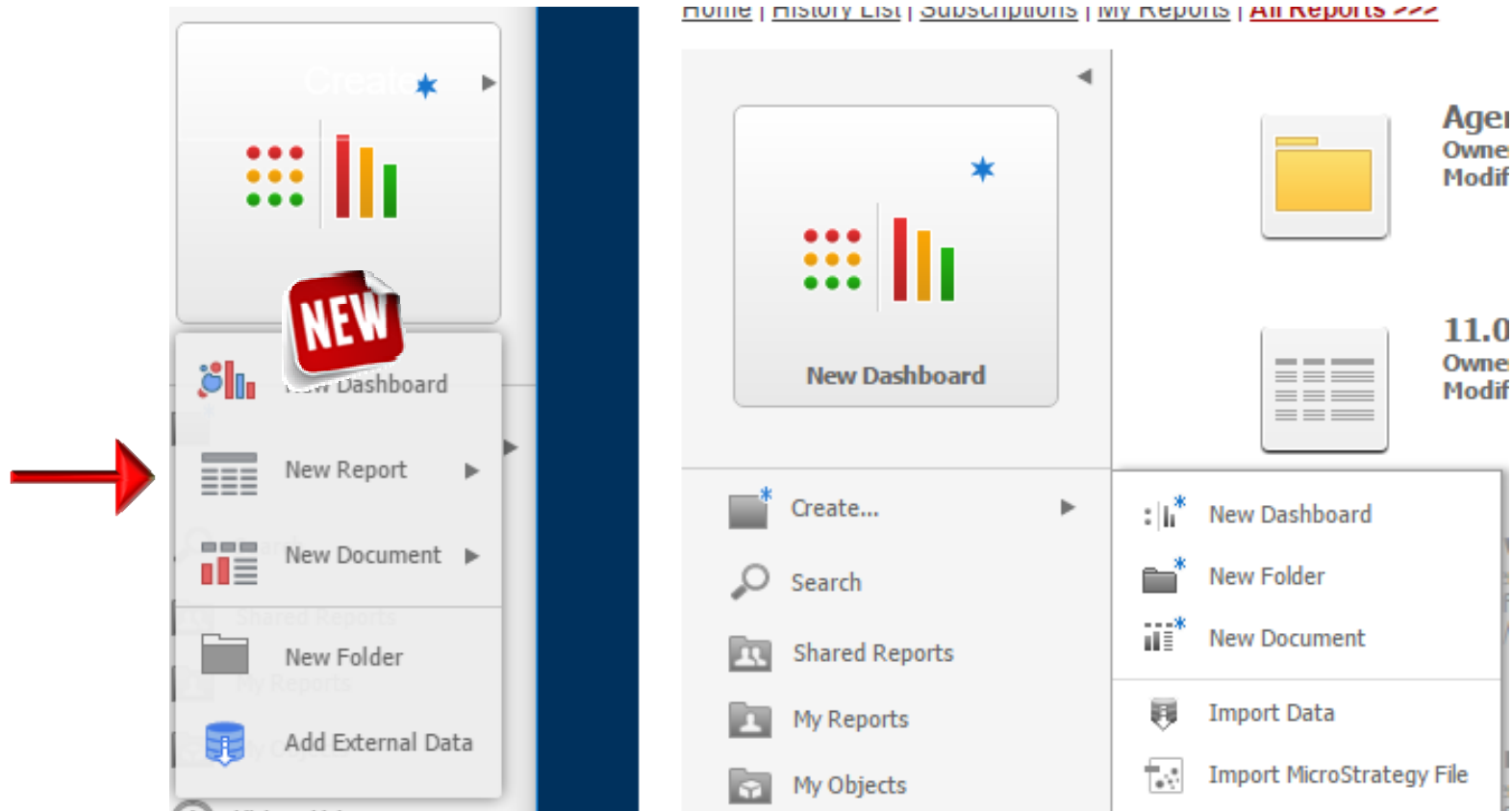
The Home drop-down menu is now named **Report Home**. Toolbar colors and icons are updated.



NEW: REPORT DASHBOARD



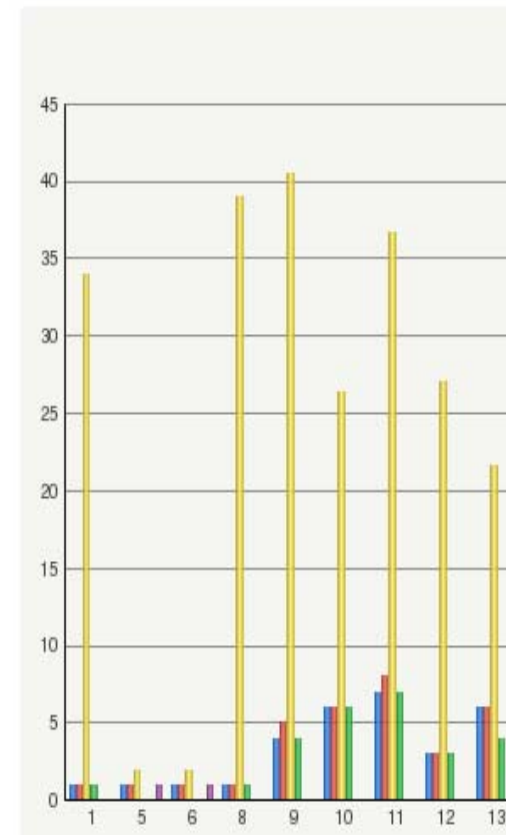
The color and icons in the Report Dashboard Creator are changed.



NEW: REPORT DASHBOARD VIEW



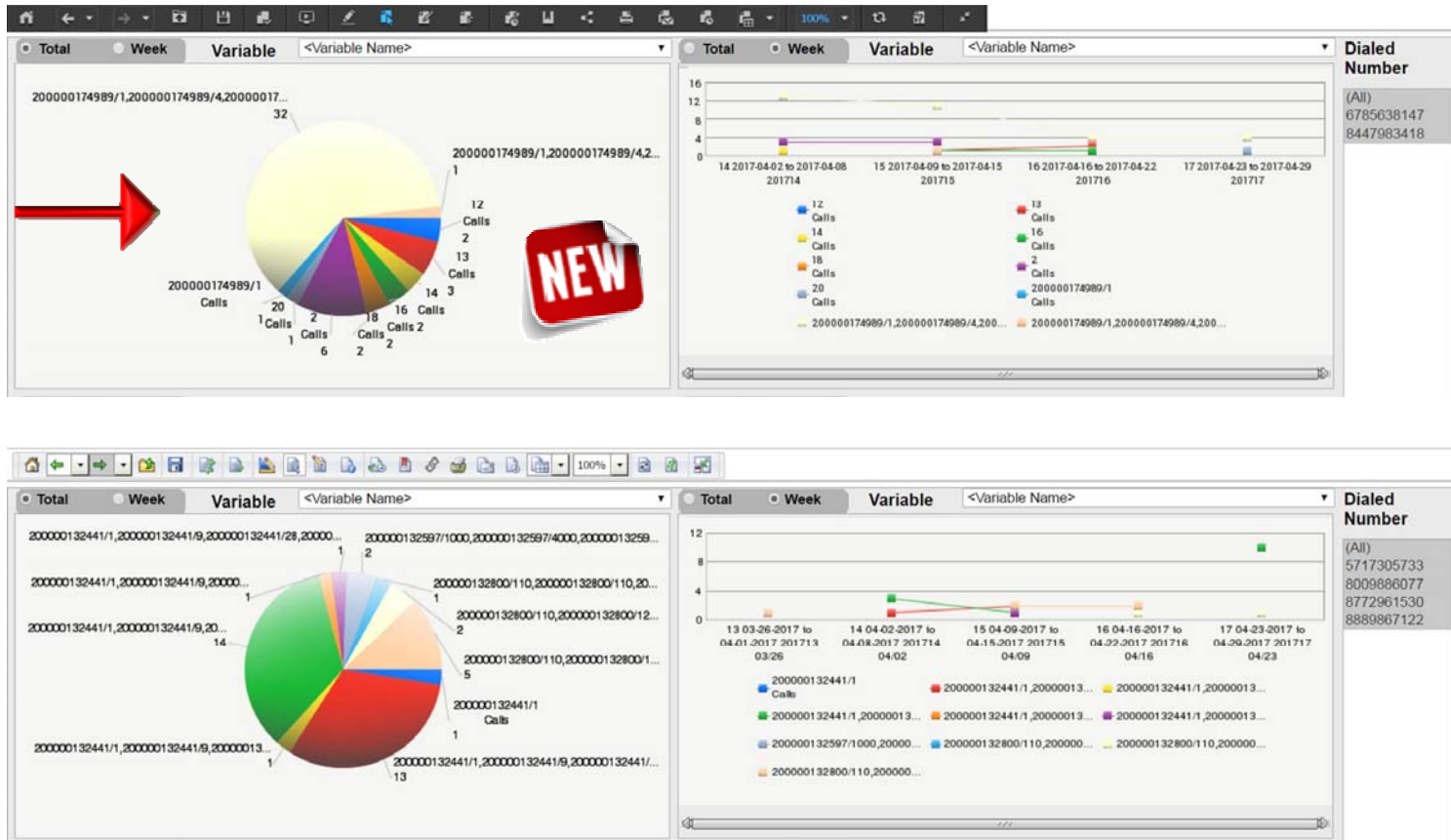
The default colors in some of the graphs and charts are changed.





NEW: REPORT DASHBOARD VIEW

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



NEW: METRIC EDITOR UPDATES



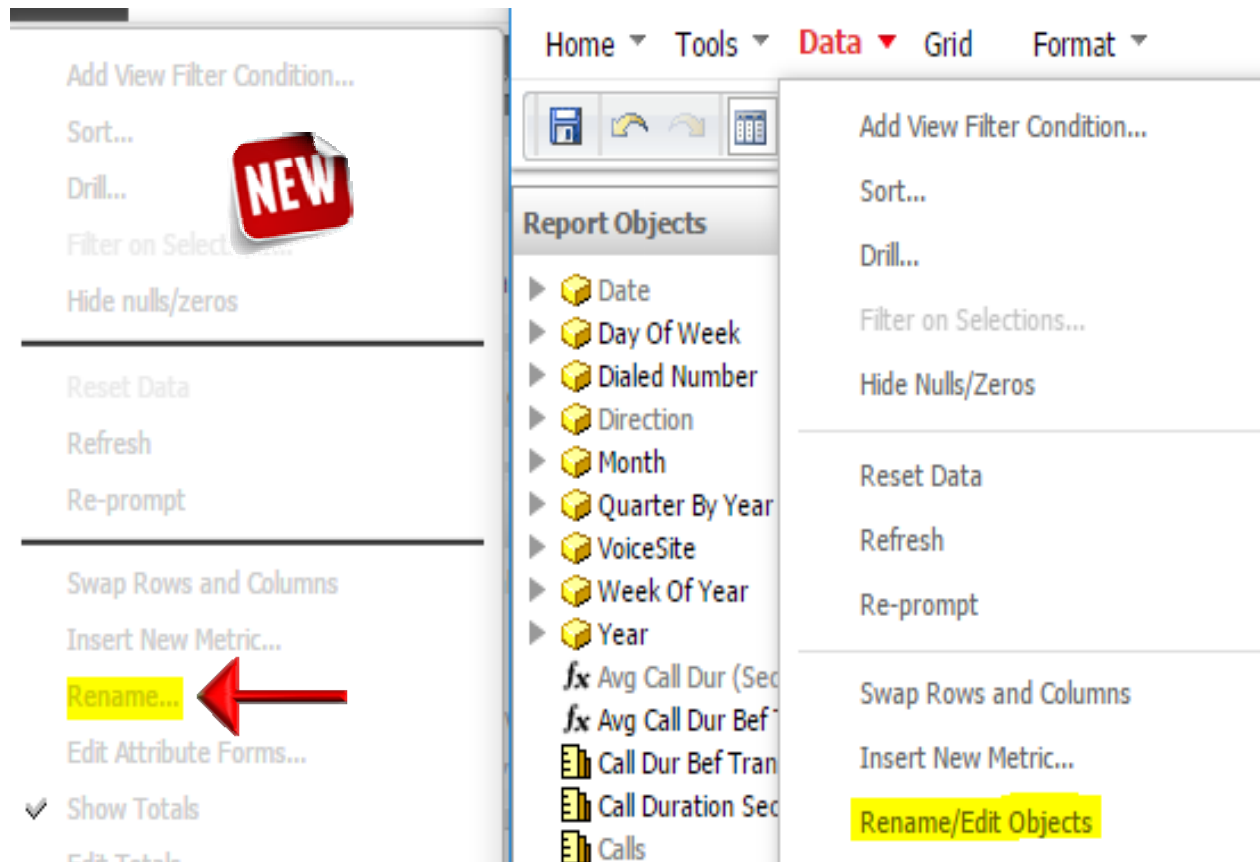
The Metric Editor is updated. To add an object to the metric calculator, either double-click or drag the object into the calculation field.

The screenshot displays the 'Metric Editor - New Metric' window. On the left, a list of 'Functions' (Add, Average, Avg, Count, First, GeoMean, Greatest, Last, Least, Max, Median, Min, Mode, Multiply) is shown. A red arrow points from the 'Count' function to the 'Objects' list. The 'Objects' list includes 'Date', 'Day Of Week', 'Dialed Number', 'Direction', 'Month', 'Quarter By Year', 'VoiceSite', 'Week Of Year', 'Year', 'Avg Call Dur (Sec)', 'Avg Call Dur Bef Transfer', 'Call Dur Bef Transfer Sec', 'Call Duration Sec', 'Calls', 'Calls < 10 Sec', 'Calls Contained', 'Calls Transferred', and 'Increments'. The 'Metric Name' field is set to 'New Metric'. The calculation field is empty, with a red 'NEW' badge. The 'Require validation?' checkbox is checked. The 'Insert New Metric' sub-dialog is open, showing the 'Object' field set to 'New Metric', the 'Name' field set to 'New Metric', and the 'Definition' field set to '[Metric1] + [Metric2]'. The 'Available' list on the left of the sub-dialog includes 'Date', 'Day Of Week', 'Dialed Number', 'Direction', 'Month', and 'Quarter By Year'. The 'Apply', 'OK', and 'Cancel' buttons are at the bottom of the sub-dialog.



NEW: RENAME/EDIT OBJECTS

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





NEW: RENAME/EDIT OBJECTS

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

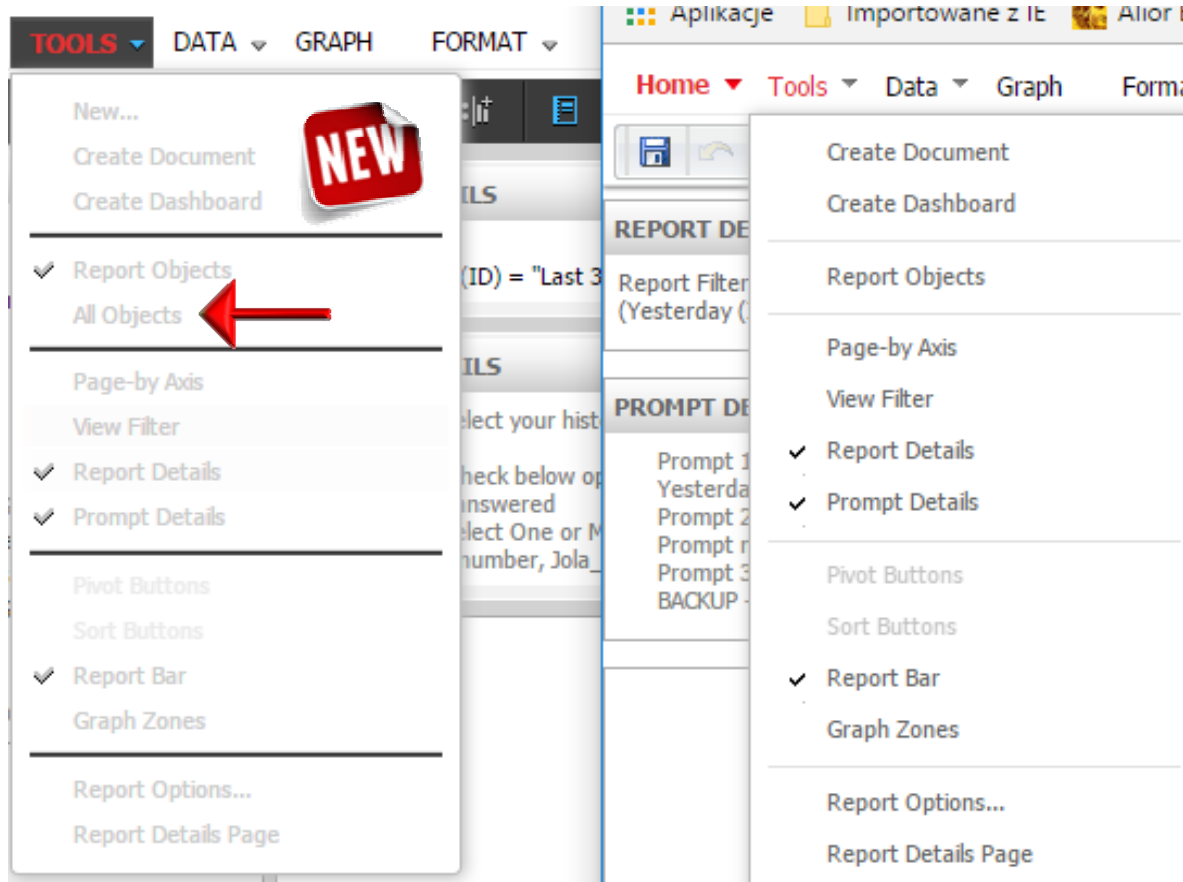


The image displays two versions of the 'Rename Objects' dialog box. The left version is titled 'Rename Objects' and features a 'Name' field containing the text 'Date'. A red arrow points to this field, and a red 'NEW' sticker is positioned below it. The right version is titled 'Rename/Edit Objects' and includes an 'Available' list on the left with items like 'Date', 'Day Of Week', 'Dialed Number', 'Direction', 'Month', and 'Quarter By Year'. The 'Definition' field on the right contains '[Date]'. Both dialogs have 'OK' and 'Cancel' buttons, while the right version also includes an 'Apply' button.

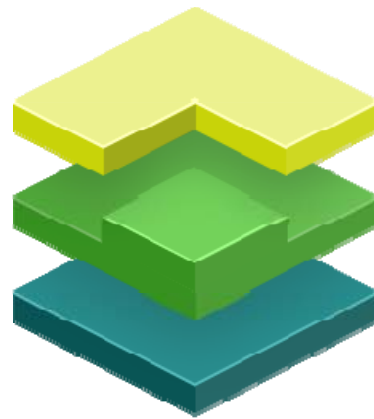


NEW: TOOLS DROP-DOWN MENU

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



NEW OPTIONS

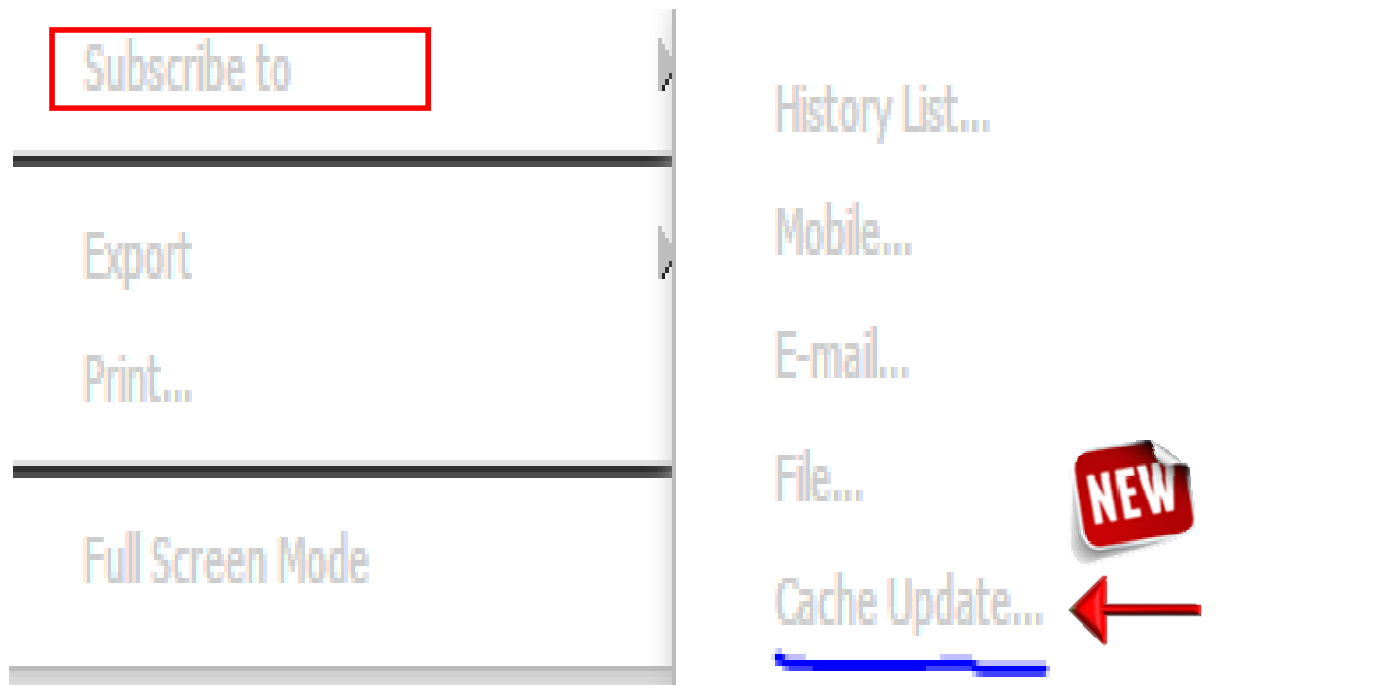


NEW: SUBSCRIBE TO OPTION



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.

