About This Software

- About This Software
- Documentation
- Directories on This CD
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Interactive Insights is the Genesys product that serves as the presentation layer for Genesys Info Mart 7.6. Interactive Insights leverages the ad-hoc analytical capabilities of Business Objects Enterprise (BOE) XI 3.1 software. For the Genesys 7.6 release, the Genesys Interactive Insights CD contains the Interactive Insights 7.6 Universe—the semantic layer which defines Interactive Insights metrics and dimensions in business-friendly terms—and a set of standard reports based on the data supplied by your Genesys 7.6 Info Mart.

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

Interactive Insights 7.6.2

New features provided in Interactive Insights 7.6.2 include the following:

- Two new Interaction Detail reports:
  - Interaction Flow Report
  - Interaction Handling Attempt Report
- One new business attribute report — Business Metrics Executive Report
- One new agent report — Agent Conduct Report
- One new queue report — Queue/Virtual Queue Outline Report
- Additional measures to support the new reports including:
  - Activity\Calls RONA
  - Activity\Calls Abandoned Ringing
  - Activity\Calls Short Talk
  - Business Attribute\Calls Entered with Objective
  - All measures in the Flow and Handling Attempt subclasses of the Interaction Detail class—classes which also make their debut in this release
- Improved definitions for two measures:
  - % Service Level, in the Business Attribute class
  - Calls Answered, in the Interval class
- Agent Activity metrics analysis by agent, Q/VQ, customer segment, business results, service type, service sub-type dimensions.

- Improved folder structures in the BOE repository that enable the co-existence of multiple versions of the Interactive Insights universe and reports.
- Improved report designs for all of the reports
- Additional report tabs for most reports that summarize results and highlight top and bottom performances
- Various usability improvements

Interactive Insights 7.6.1

The following new features are included in Interactive Insights 7.6.1:

- Four new attached data reports:
  - Agent Group Business Result Report
  - Agent Group Customer Segment Report
  - Call Volume Business Result Report
  - Call Volume Customer Segment Report
- Default user groups: viewer, editor, and developer
- Additional preset date filters: MTD, QTD, YTD
- Multi-tenant reporting within all reports
- Various usability improvements

Interactive Insights 7.6.0

The 7.6.0 release of the Interactive Insights contains one universe and the following reports:

Agent reports—summarizing the utilization and effectiveness of agents at the individual and group level:

- Agent ACW Report
- Agent Group Inbound Call Handling Report
- Agent Group Service Type Report
- Agent Inbound Call Handling VQ Report
- Agent Inbound Utilization Report
- Agent Interval Based Report
- Agent Not Ready Reason Code Report
- Agent Not Ready Report
- Daily Agent Login-Logout Report
- Daily Agent State Detail Report

Queue reports—enabling users to replicate ACD-like reports and obtain useful results:

- Abandon Delay Report
- Inbound Voice Traffic Group Report
- Inbound Voice Traffic Report
- Queue-Virtual Queue Summary Report
- Speed of Answer Report

Business Result reports—measuring service effectiveness in terms of two business attributes:

- Call Volume Service Subtype Report

- Call Volume Service Type Report

Each report includes a micro cube of data for drill-down/drill-up capability. Having all this data contained within the report itself facilitates the sharing of both the report and its results with others.

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.

Documentation

The Interactive Insights product documentation and release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped 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.

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 7.6 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*.

Configuration Support

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*

Legal Notices

Copyright

This CD and all its contents © Copyright 2009, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Patents

Genesys applications are covered by one or more of the following patents (and non-U.S. equivalents thereof), which are owned or licensed by Genesys Telecommunications Laboratories, Inc.:

4977520; 5103449; 5097528; 5311577; 5402474; 5652866; 6130933; 5802163; 5812644; 5825870; 5917817; 5915012; 5933492; 5765033; 5995614; 5995615; 5953405; 6185292; 5963632; 6185291; 5926538; 5946387; 6201863; 5907598; 6018578; 5940495; 6038602; 5999612; 5940496; 5970126; 6148074; 5915011; 5905792; 5991391; 5991392; 6185287; 6205412; 5926539; 6078581; 6064667; 6393015; 6134315; 5960073; 6181788; 6104801;

5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and

disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.