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About This Software

Interactive Insights for iWD is the Genesys product that serves as the presentation layer for the intelligent Workload Distribution 8.0 Data Mart. Interactive Insights for iWD 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 for iWD CD contains the Interactive Insights for iWD 8.0 Universe—the semantic layer which defines metrics and dimensions in business-friendly terms—and a set of standard reports based on the data supplied by your iWD 8.0 Data Mart.

You can easily customize the Interactive Insights for iWD 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 for iWD 8.0.0 include the following:

- Two capture point reports summarizing certain aspects of tasks based on the capture point through which tasks entered the iWD system:
 - Capture Point Business Value Report
 - Capture Point Task Duration Report
- Three reports summarizing certain aspects of tasks based on the business process and department to which tasks were assigned:
 - Customer Segment Service Level Report
 - Intraday Backlog Summary Report
 - Process Volume Report
- Two queue reports summarizing certain aspects of tasks based on the Interaction queue or workbin from which tasks were distributed:
 - Queue Priority Range Report
 - Queue Task Duration Report
- One resource-based report showing how effective back-office personnel, for example, handled the tasks that were assigned to them:
 - Resource Performance Report

- One detail report providing over a dozen different dimensions to help present the data in the Task Fact group of tables and views for your analysis:
 - Task Detail Report
- An entire universe of elements to support these new reports and custom reports that you choose to design.

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Directories on This CD

documentation

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

gi2_for_iwd

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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