Overview:
Genesys Interactive Insights Technical Report Development provides students with an in-depth look at working with the out-of-the-box reports and creating customized reports from data stored in Genesys Info Mart and viewed on the Business Objects Enterprise 4 presentation platform. Students will review the Info Mart star schema and view the Interactive Insights Universe and SQL queries as a part of understanding the relationship of the aggregated data structure and designing reports. The student will review the Info Mart architecture and data flow, the Reporting & Analytics Aggregation (RAA) package, and discuss dimensions, measures and aggregation tables. This course focuses on the technical skills needed to customize the Genesys Interactive Insights universe, aggregation layer, user security and some basic Business Objects Enterprise reporting skills and administrative tasks.
Students will work with the Business Objects Enterprise Central Management Console (CMC), Java InfoView, Information Design Tool and the RAA engine. Students will run query filters, edit alerts, schedule and run custom reports, edit existing reports and create new reports and new queries. They will use the Central Management Console to create Users, User Profiles and Groups and create and distribute a report publication. They will use Information Design Tool to work with universes to customize the data available to Genesys Interactive Insights.

Course Objectives:
After completing this course, a student will be able to:
- Interpret the basic data structure of Interactive Insights
- Relate the relationship of Genesys Interactive Insights to Genesys Info Mart and other Genesys reporting and analytics solutions
- Generalize CMC—Central Management Console for administrative tasks
- Create custom and out-of-the-box report and query edits
- Create users, groups, and profiles

Availability:

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<th>Method</th>
<th>Instructor-Led</th>
<th>Virtual Instructor-Led</th>
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<td>Duration</td>
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<tr>
<td>Pricing</td>
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Target Audience:
Genesys Interactive Insights Technical Report Development is intended for technical report developers who need to customize SAP Business Objects Enterprise, Genesys Interactive Insights, and the Reporting & Analytics Aggregation package to develop, edit, administer and distribute ad-hoc and out-of-the-box reports developed from Contact Center data aggregated in Genesys Info Mart 8.5.

Software Version:
Create and distribute publications
Understand and modify universes
Modify the Reporting & Analytics Aggregation layer to provide custom aggregation

This course uses Genesys version 8.5.0

Course Prerequisites:
Courses Recommended:
• Using Genesys Interactive Insights (GI2-USE)
Courses Recommended:
• Info Mart Report Developer (INF8x-DEV)
Skills Required:
• Familiarity with Business Objects InfoView or Genesys Interactive Insights
• Familiarity with Info Mart database structure
• Understanding of SQL and database concepts (e.g. tables, joins, keys, etc.)

Course Outline:
GI2 Introduction
• Generalize Genesys Interactive Insights (GI2) features for productive business solutions
• Relate Interactive Insights to other Genesys reporting and performance management solutions
• Interpret relationship between Interactive Insights and Info Mart
• Outline Genesys Interactive Insights functionalities and architecture
• Interpret Reporting and Analytics Aggregation layer
• Interpret Genesys Interactive Insights data flow
• Interpret Genesys Interactive Insights Universe
• Interpret Interactive Insights Business Objects and Central Management Console (CMC)
• Manage Information Design tool
• Summarize basic Interactive Insights BI Launch pad skills

User Management via CMC
• Administrate Central Management Console tool
• Manage folders, servers, connections and universe in CMC
• Categorize CMC security pattern regulations for users and groups
• Classify groups and group hierarchy in managing rights and security
• Create users, groups and access levels in CMC
• Categorize access levels
• Describe security rules for Business Objects (BO) using access levels

Introduction to GI2 via IDT
• Interpret Interactive Insights universe
• Summarize systematic categorization of business objects
• Explain significance of Information Design tool in mapping GI2 Universe into Info Mart
• Demonstrate basic navigation and report drilling in ID tool
• Explore Dimension and Measure in BI launch pad
• Explore SQL Definition tab and understand behavior of several functions used in SQL statements
• Summarize methods of referencing existing objects

Introduction to BI Launch Pad
• Administer BOE Web Intelligence
• Classify components of BI launch pad and their preferences
• Interpret documentation for Measure Maps
• Distinguish between Reading Mode and Design Mode
• Analyze and compare report editing objects
• Generalize Report Editor in BI launch pad
• Construct formulas in report editor to generate reports
• Operate Query Panel using the SQL Viewer

Basic Customization in BI Launch Pad
• Recall Objects, dimensions, dimension details and measures
• Administer query editing functions in BI launch pad
• Operate the SQL Viewer
• Utilize existing filters in a query
• Develop new filters and queries
• Customize the Report results
• Use sorts, report filters and sections
• Apply custom formatting to embellish Web Intelligence reports
• Utilize variables and formulas in a report

Publications using CMC
• Generalize Publication process using Central Management Console
• Create Profiles using Central Management Console
• Differentiate Publication user categories
• Classify Publication choices
• Evaluate impact of Publication choices on database performance
• Develop publications for report distribution

Working with Universes
• Interpret GI2 Universe
• Discover how universe maps to a database
• Build database connections
• Add restrictions to data in a universe
• Interpret basic modifications within an existing universe, including being able to add tables, add joins, add dimensions and measures
• Classify list of values on a dimension
• Create a new universe
• Create a report which draws data from multiple universes

Customizing Aggregation
• Customize Reporting and Analytics Aggregation
• Summarize the aggregation scheme files
• Generalize the Patch-agg file
• Develop custom Patch-agg file
- Execute custom aggregation query
- Interpret custom aggregation data in Interactive Insights