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Genesys CX Insights Multicloud Projects Reference Guide

[More resources](#)

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Links to additional resources related to GCXI.

Related documentation:

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RSS:

- [For private edition](#)

More Resources

Important

Use this document for Genesys CX Insights Multicloud deployments. For information relevant to Genesys CX Insights on-premises deployments, see the corresponding page in the [GCXI Project Reference Guide](#) for on-premises deployments.

The following resources provide additional information that is relevant to this software.

Genesys CX Insights

Documentation for Genesys Customer Experience Insights (CX Insights) in Genesys Multicloud is available on the How reporting works site:

- Genesys Customer Experience Insights Release Notes
- Genesys Customer Experience Insights Private Edition Guide, to install, start, stop, and uninstall the Genesys-provided image of MicroStrategy and the CX Insights Project and reports in Genesys Multicloud CX Private Edition.
- Work with Genesys CX Insights Reports, where you can find information about reports and customization, including a report-customization example that displays aggregated results that are sectioned by your own custom user data.
- Genesys CX Insights Multicloud Projects Reference Guide, where you can learn about objects that are used in Genesys CX Insights projects and reports, including metrics, attributes, and the folders that organize them.

MicroStrategy

Documentation for MicroStrategy software is available on the MicroStrategy Learning Center or Help page, or in an electronic format that you can download to your mobile device (QR codes).

Easy search for MicroStrategy topics

- MicroStrategy Community Search Page

Tip

On the Community Search Page, filter your search results by selecting the Document Version (such as **2020**).

Popular topics from MicroStrategy

- What's New in MicroStrategy
- Key information about MicroStrategy Web
- Key information about MicroStrategy Developer

Analyzing data in a MicroStrategy report or dashboard

- Basic Reporting Guide
- Mobile Analysis Guide

Creating dashboards and reports

- Enterprise Reporting
 - Document Creation Guide
 - Dashboard and Widgets Guide
- Slice and Dice Analysis
 - Basic Reporting Guide
 - Advanced Reporting Guide
- Advanced and Predictive Analysis
 - Advanced Reporting Guide
 - Function Reference Guide
- Alerts and Proactive Notification
 - System Administration Guide
 - Mobile Analysis Guide
- OLAP Analysis
 - In-memory Analytics Guide
- Integrate data reporting with Microsoft Office
 - MicroStrategy Office User Guide

Installing or upgrading MicroStrategy

- Installation and Configuration Guide
- Upgrade Guide

Modelling your data and designing a project

- Project Design Guide

More Resources

- MDX Cube Reporting Guide

Configuring and Administering MicroStrategy

- System Administration Guide
- Timeout settings in MicroStrategy Web
- User Session Idle Timeout

MicroStrategy Quick Start

- Quick Start Guide

Docker

- About Docker

Kubernetes Installation

- Kubernetes Getting Started
- Installing kubeadm

OpenShift

- OpenShift documentation

Helm

- Helm documentation

Genesys Info Mart

Documentation for Genesys Info Mart is available on How reporting works:

- Genesys Info Mart Release Notes, Release Notes information about Genesys Info Mart releases.
- Genesys Info Mart Private Edition Guide, for information about configuring the Genesys Info Mart and Interaction Concentrator servers to recognize user data.

Reporting and Analytics Aggregates

Documentation for Reporting and Analytics Aggregates (Reporting And Analytics Aggregates) is

available on How reporting works:

- Reporting and Analytics Aggregates Release Notes, Release Notes for Genesys Multicloud CX Private Edition.
- Genesys Customer Experience Insights Private Edition Guide, deployment information for Genesys Multicloud CX Private Edition.
- The Physical Data Model documentation for your RDBMS, which describes the aggregate tables and subject areas:
 - *Reporting and Analytics Aggregates Physical Data Model for a Microsoft SQL Server Database*
 - *Reporting and Analytics Aggregates Physical Data Model for an Oracle Database*
 - *Reporting and Analytics Aggregates Physical Data Model for a PostgreSQL Database*

Genesys

Release Notes for each Genesys product are available on Genesys Multicloud CX Release Notes.

- Software requirements, which provides information about hardware and software requirements for Genesys Multicloud CX Private Edition.

Other Genesys product documentation is available on the:

- Genesys My Support website (formerly Customer Care)
- Genesys Multicloud documentation website