Interaction Concentrator Deployment Guide

About Interaction Concentrator

4/14/2025

About Interaction Concentrator

This page highlights major ICON features and functionality.

> **Tip**
> For detailed information about many of the features and functions below, see the
> Interaction Concentrator 8.1 User's Guide.

- For both voice and multimedia, including Genesys eServices (chat and e-mail) and 3rd Party Media, captures and stores information about:

    - The current contact center configuration (objects and associations), and preserves information about deleted configuration objects and terminated associations.

    - Active and completed voice interactions, including switch, DN, time, and routing information about calls and parties. Interaction Concentrator uses a globally unique call identifier.

    - Detailed information about multimedia interactions (e-mail, non-SIP chat, and custom-designed media such as fax and web forms).

    - SIP chat interactions.

    - Agent states and login sessions, for agents handling voice as well as multimedia (e-mail, non-SIP chat, other third-party media) and SIP chat interactions.

    - Detailed information about virtual queue usage in interaction processing, including reporting on a wide range of detailed routing results for interactions that are distributed from virtual queues.

    - Detailed information about interactions that are generated in a network-based contact solution.

    - Detailed information about interactions that are generated in a network call parking environment.

    - Attached data and captures the history of attached data changes.

- For voice interactions:

    - The option to report after-call work (ACW) for the first interaction associated with ACW, as well as the option to suppress the interruption of the ACW and NotReady agent states by interactions coming to, or produced by, the agent.

    - Custom agent states.

    - Detailed information about virtual routing point (VRP) usage in call processing.

    - Customized attached data processing.

- Captures and stores detailed information about outbound campaigns, including:

    - History of campaign processing.

    - History of chain processing.

    - Precalculated metrics provided by OCS.

- Provides a configurable filtering mechanism for certain types of data, to enable the optimization of

database size and performance.

- Provides the ability to resynchronize the configuration data in IDB with Configuration Database on demand.

- Supports high availability (HA) of all types of data through the use of parallel ICON instances, each with its own instance of IDB, in combination with supplementary data that provides information about the availability and reliability of the data stored in IDB.

- Supports near–real-time, intraday reporting by writing data to IDB as soon as the data is available (as opposed to after the interaction is completed).

- Provides a sophisticated recognition mechanism, utilizing Inter-Site Call Linkage (IS-Links), to process multi-site interactions and produce complete data for reporting across sites. Interaction Concentrator provides a stored procedure to merge the interaction records for multi-site interactions.

- Supports multibyte character encoding.

- Stores time information in both Greenwich Mean Time (GMT), as a datetime data type, and Coordinated Universal Time (UTC) seconds, as an integer data type.

  - Obtains the time information from the timestamps of the data provider events (for example, T-Server TEvents), in the form of UTC seconds.

- Provides mechanisms to purge voice and multimedia interactions, agent login session data, attached data, and OCS data that is stored in IDB.

- Supports connections secured by means of Transport Layer Security (TLS) and TLS Federal Information Processing Standards (FIPS) between Interaction Concentrator and the servers to which it connects.

- For enhanced data security, supports encrypted RDBMSs and hiding of TEvent attached data in logs. For more information on these features, see the Genesys 8.1 Security Deployment Guide.