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# Interaction Concentrator Deployment Guide

ICON Deployment Guide

4/8/2025

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## What is Interaction Concentrator?

Interaction Concentrator collects and stores detailed data from various sources (such as T-Server, Interaction Server, and Configuration Server) in a contact center that is empowered with Genesys software. Downstream reporting systems can access Interaction Concentrator data in near real time.

## This guide includes the following information:

### Features and Functionality

Overview information about architecture, components, and other concepts for ICON.

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**Features and Functionality**—A survey of what Interaction Concentrator does.

**Components and Their Functions**—Introduces the ICON Server and IDB.

### Planning Your Deployment

**Prerequisites and Considerations** lists compatible Genesys components, prerequisites, and deployment considerations.

This section also includes information about **supported deployment scenarios** and **the role option**.

### Configuring and Installing

**Deploying Interaction Concentrator** includes deployment instructions, additional configuration needed for various types of deployments (such as multimedia, Outbound, and LRM), and references to the relevant **configuration options**.

### Additional Information

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**Troubleshooting**

**Starting and Stopping**

**Attached Data Samples**—**Attached Data Specification File** and **Sample Script for Custom Attached Data**