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About This Software

Gplus Universal Adapter for WFM aggregates inbound voice, outbound campaign, e-mail, chat, iWD and agent activity data from a Genesys call center environment and creates historical data reports and a Real Time Adherence (RTA) data feed for any Workforce Management (WFM) system that can be configured to receive the data.

New Features in 6.0

Some of the primary new features added in release 6.0.001 are:

- This is the initial release of the *Gplus* Universal Adapter for WFM.
- The Adapter provides a *generic* set of statistics and RTA states that are not specific to one WFM vendor.
- The RTA data connection can be encrypted using Transaction Layer Security if supported on the vendor side.
- The Adapter can be configured to ignore ACW (wrap up) sessions that do not start immediately after a routed interaction ends.

Directories on This CD

config

Contains the license file, a log4j configuration example file and the configuration properties files.

documentation

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

ftp

Default directory for temporarily storing report files.

lib

Contains the application jar files.

licenses

Contains copies of the open source licenses used by the third party software.

logs

Default directory for the generated log files.

recovery

The directory where the recovery log files will be stored.

res
Contains the reportTemplates folder.

scripts
Contains the installation/configuration scripts for Windows and unix/bash.

templates
Contains the application templates used for configuration.

wrappers
Contains the Windows service wrapper utilities.

root or /
Contains the bootstrap.jar file.

Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD that is 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 Care 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 through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a Gplus Universal Adapter for WFM 6.0 customer.

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 Customer Care 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 Customer Care website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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