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About This Software

Reporting 7.6.1 consists of two products, Contact Center Analyzer (CC Analyzer) 7.6.1 and CCPulse+ 7.5.1. These products use the same underlying data sources and backend data-processing services, but differ in their data delivery and presentation capabilities.

CC Analyzer is an enterprise-class historical reporting solution featuring powerful report development tools, on-demand and scheduled report generation functions, and means of report delivery across the enterprise intranet. These advanced reporting capabilities are enabled by Crystal Reports, developed by SAP as part of BusinessObjects Business Intelligence Platform.

CCPulse+ is a desktop-level reporting application that provides both real-time and historical views of contact center operations via a Windows graphical user interface. Designed to facilitate daily resource management tasks, CCPulse+ is an ideal tool for at-a-glance evaluation of present and past contact center performance and for efficient operational decision-making.

New Features in Release 7.6.1

In February 2012, Genesys announced the End of Life of CC Analyzer 7.2, which together with CCPulse+ 7.5, composes the Reporting 7.5 release. Reporting 7.6.1 replaces Reporting 7.5.

Directories on This CD

ccpulse

Contains CCPulse+ application files for installation.

configuration_wizard

Contains the Reporting Wizards set.

data_mart

Contains Data Mart application files for installation. A separate subfolder is available for each operating system that supports the application.

data_sourcer

Contains Data Sourcer application files for installation. A separate subfolder is available for each operating system that supports the application.

dma

Contains Data Modeling Assistant application files for installation.

documentation

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

templates

Contains the application templates used for installation.

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Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD 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 Technical Support 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 with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Reporting 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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

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