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About This Software

This CD contains Contact Center Analyzer (CC Analyzer) and CCPulse+ real-time and historical reporting templates.

This CD contains the following real-time and historical templates:

- ERS Reporting Templates
- OCS Reporting Templates
- CC Analyzer Reporting Templates
- Voice Reporting Templates
- VCB Reporting Templates
- Web Media Reporting Templates
- E-mail Reporting Templates
- GIM Inbound Voice Reporting Templates
- Open Media Sample Templates

New Features in Release 7.6.1

All release 7.6 CC Analyzer – Hyperion reporting templates have been replaced with equivalent reporting templates using Crystal Reports from the SAP BusinessObjects Business Intelligence Platform.

The *Reporting Technical Reference Guide* has been updated from its previous version (7.2) and restructured for easier use. Specifically, the guide has been converted into a series comprising the following four books:

- *Reporting Technical Reference 7.6 Overview*
- *Reporting Technical Reference 7.6 Customization*
- *Reporting Technical Reference 7.6 Solution Reporting Templates*
- *Reporting Technical Reference 7.6 Data Mart Conceptual Data Model*

Directories on This CD

documentation

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

solution_specific

Contains the installation files for the software.

utilities

Contains the files required to use Report Generation Assistant.

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 Templates 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

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 Technical Support website and the licensing section of the [Genesys Migration Guide](#).

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

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Legal Notices

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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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