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## About This Software

Contact Center Advisor (CCAdv) and Workforce Advisor (WA) are Web-based products:

- Contact Center Advisor - Enables the proactive management of contact center issues by consolidating information from disparate data sources, correlating events and determining relationships between them, identifying the root causes of an event, and communicating issues directly to appropriate management for immediate action.
- Workforce Advisor - Consolidates data from multiple switches, workforce management systems and other infrastructure components in order to monitor agent schedule adherence, correlating actual staffing levels to those forecasted, identifying unusual activity or discrepancies via an advanced rules engine, and communicating events immediately and directly to appropriate management and front line personnel.

Call data sources currently used, include Genesys Stat Server and Cisco ICM/IPCC. Workforce data sources include Genesys Workforce Management, Aspect eWFM, and Totalview IEX.

## New Features in 8.0.x

The primary new features added in release 8.0.001 are:

- The administration of Rollups has been enhanced. You can now filter the list of objects by the data source for a contact center.
- This release is available in German. Multi-byte languages are not supported.

The primary new features added in release 8.0 are:

- Enhanced Alerts pane: The Alerts pane now uses a larger format to accommodate more information, such as object path, threshold information, and number of key action reports.
- Support for essential multi-channel metrics: This release supports Web chat and e-mail metrics.
- Support for metric libraries: This release supports maintainable sets (libraries) of metrics which can be selected to display their contents on the dashboard.
- Column Chooser: This release features a new Column Chooser which can be used to select and display metrics of any time period, and to display the same metric for different time periods in the Contact Centers pane and Applications

- pane.
- Enhanced dashboard filtering: In this release you can filter the dashboard by time periods or by channel: voice, e-mail and chat metrics.
- Enhanced Metrics page: This release enables the revising and updating of metric descriptions.
- Implementation of simple custom metrics: In this release you can leverage attached data and 3rd party data to create business results KPIs, such as cost per call and revenue per call.
- Use of standard Genesys branding elements and styles.

## Directories on This CD

### **documentation**

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

### **/ccadv-wa/windows**

Contains the installation files for the software.

## Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's 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 Contact Center Advisor/Workforce Advisor 8.0 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](#).

### **Supported Operating Environment Information**

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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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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## Third-Party Software

Contact Center Advisor and Workforce Advisor use the following third party software:

- ANTLR software library
- The following Apache Software Foundation software:
  - Ant
  - commons-discovery
  - commons-primitives
  - ECS
  - Jakarta Regexp
  - Xalan-J
  - Xerces-J 2
  - xml-apis
- XPP3 software developed by the Indiana University Extreme! Lab

Genesys follows applicable third-party redistribution policies to the extent that

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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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