



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014  
[www.genesyslab.com](http://www.genesyslab.com)

## About This Software

Frontline Advisor/Agent Advisor improves both agent performance and customer satisfaction by giving supervisors a real-time view of agent activity. Customizable alerts draw immediate attention to performance-related activity, good, or otherwise. The real-time data equips supervisors to correct problems and reinforce progress as it happens, not after the break or during the next shift. Frontline Advisor/Agent Advisor puts everything supervisors need to pay attention to in a single location, so they can capture the priority issues and quickly direct their attention to areas that may require attention. Current status, performance, behavioral- or activity-based data can be presented in customized views. Sophisticated, configurable business rules monitor key performance indicators and call attention to situations requiring immediate attention. The alert activity in Frontline Advisor/Agent Advisor makes agent activity trends more obvious. Frontline Advisor/Agent Advisor is designed to help agents raise their performance, allowing supervisors to instantly identify activities that need correction or additional training, as well as areas where agents are performing optimally.

## New Features in 8.0.x

The primary new features added in release 8.0.001 are:

- This release is available in German. Multi-byte languages are not supported.

The primary new features added in release 8.0 are:

- Support for essential multi-channel metrics: This release supports Web chat and e-mail metrics.
- Frontline Advisors' Installer Support library is extended to handle JDK verification. This ensures that the installed applications use acceptable JDK versions.
- Long database character names of up to 256 characters are supported.
- The installer is enhanced to perform database confirmation.
- This release uses 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.

## /fa/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.

[Return to Top](#)

# 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 Frontline Advisor/Agent 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](#)

[Return to Top](#)

# Legal Notices

## Copyright

This CD and all its contents © Copyright 2010–2011, Genesys Telecommunications Laboratories, Inc. All rights reserved.

## Patents

Genesys applications are covered by one or more of the following patents (and non-U.S. equivalents thereof), which are owned or licensed by Genesys Telecommunications Laboratories, Inc.:

4977520; 5103449; 5097528; 5311577; 5402474; 5652866; 6130933; 5802163; 5812644; 5825870; 5917817; 5915012; 5933492; 5765033; 5995614; 5995615; 5953405; 6185292; 5963632; 6185291; 5926538; 5946387; 6201863; 5907598; 6018578; 5940495; 6038602; 5999612; 5940496; 5970126; 6148074; 5915011; 5905792; 5991391; 5991392; 6185287; 6205412; 5926539; 6078581; 6064667; 6393015; 6134315; 5960073; 6181788; 6104801;

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

## Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc., in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

## Third-Party Software

This product includes the following software developed by the Apache Software Foundation:

- Ant
- commons-primitives
- Jakarta Regexp
- Xerces-J 2
- xml-apis

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

## 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.

[Return to Top](#)