



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

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

This CD contains CC Analyzer and CCPulse+ real-time and historical reporting templates as well as Report Generation Assistant (RGA).

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

- ERS Reporting Templates
- OCS Reporting Templates
- CC Analyzer ERS Reporting Templates
- CC Analyzer OCS Reporting Templates
- Voice Reporting Templates
- Web Media Reporting Templates
- E-Mail Reporting Templates
- Open Media Sample Templates

New Features in Release 8.0.x

To provide a starting point for your Short Message Service (SMS) and/or Session Initiation Protocol (SIP) Instant Message reporting, the following CCPulse+ 8.0 templates are now available:

- Agent Performance SMS (included in the Email Reporting Templates package).
- Agent Performance SIP IM and Queue Performance SIP IM (included in the Web Media Reporting Templates package).

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

- *Reporting Technical Reference 8.0 Overview*
- *Reporting Technical Reference 7.6 Report Generation Assistant*
- *Reporting Technical Reference 8.0 Solution Reporting Templates*
- *Reporting Technical Reference 8.0 Customization*
- *Reporting Technical Reference 7.6 Data Mart Conceptual Data Model*

Contact Center Analyzer reporting templates 7.6, with Report Generation Assistant (RGA) 7.6, support Hyperion Interactive Reporting 11.1.2.

Report Generation Assistant now ships on the Reporting Templates CD, rather than on the Reporting CD.

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 documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped 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 Reporting Templates 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](#).

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](#)

[Return to Top](#)

Legal Notices

Copyright

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

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

[Return to Top](#)

software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.