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About This Software

For Genesys 8.0, the Real-Time Metrics Engine CD contains Stat Server 8.0.

Stat Server tracks information about customer interaction networks (contact center, enterprise-wide, multi-enterprise telephony, and computer networks). Stat Server tracks voice and multimedia interactions, agent and person workload, group performance, and directory numbers (DN) usage and converts such data into a variety of statistics. This enables organizations to maximize the efficiency and flexibility of customer interaction networks.

New Features in Release 8.0.x

The 8.0.0 release of the Real-Time Metrics Engine includes the following new features:

- Improved consistency between Stat Server metrics and Historical Reporting metrics provided by Genesys Interaction Concentrator and its downstream applications.
- Support for secure communications to and from Stat Server and other select Genesys applications.
- XML metadata for use with the Stat Server application template for lookup and validation of configuration options within Genesys Administrator.
- Enhanced stuck-call monitoring in virtual queues.
- Configurable setting of the initial average handling time for balancing interactions across queues.
- Storage of an interaction's ID in the STATUS table for multimedia interactions.
- The ability to filter switch-specific features recorded in the `AttributeExtensions` attribute of telephony events.
- The ability to use comparison operators within the filters defined for reason codes.
- Recognition of additional dialing modes and generation of additional actions to support Outbound campaigns that use IP infrastructure.
- Additional log message to warn when the number of pending SQL statements in memory has reached a preset threshold.
- Support of Agent statistics for SMS and Virtual Queue Handle time for Chat in a multimedia environment.

Directories on This CD

documentation

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

statserver

Contains the installation files for the software.

configuration_wizard

Contains the Stat Server Wizard.

templates

Contains the application configuration templates.

configuration_wizard_capacity

Contains the Resource Capacity Wizard.

Documentation

The Stat Server product documentation and release notes are available on the [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](#).

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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.

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 Real-Time Metrics Engine 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](#).

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

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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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