

About This Software

Cisco Adapter

The Cisco Adapter is a new data source component added to the Advisor Suite. The Cisco Adapter is designed to specifically work with Frontline Advisor; it does not support any of the other products (i.e. Contact Center Advisor or Workforce Advisor) within the Advisor Suite. The purpose of the adapter is to pull data from the Cisco environment and publish statistics to Frontline Advisor, much in the same way as the Informiam Genesys Adapter.

The Cisco Adapter was built using the Genesys Adapter as a template. Specifically, the REST API and statistic registration database are preserved. The database has three additional tables: CC_Time_Ranges, CC_Time_Profiles, and CC_Termination_Call_Detail. The CC_Time_Ranges and CC_Time_Profiles tables store a static list of TimeRanges and TimeProfiles that are supported. CC_Termination_Call_Detail is used to hold a snapshot of relevant call detail records to improve performance. The following tables were removed: GC_Filters, GC_Metric_Definitions, and GC_Selected_Objects.

Frontline Advisor issues statistics in the same manner as it does with the Genesys Adapter via the REST API. When the list of agents is sent to the Cisco Adapter, it is stored in the database along with the parameters (such as the time range and time profile) for each statistic for each agent.

The connector performs Extract and Transform on the Cisco data and keeps the transformed data set in memory. It performs this task on a repeated job interval. The repeat interval of the ET jobs is configurable and can be changed in the Cisco adapter properties file. The transformed dataset is stored in an in-memory cache called the Diff-Map. There is one Diff-Map for each statistics type, State, Performance and Rules. When the connector receives a Publish Metrics request from the application it uses this Diff-Map to Load data into the FA database. After loading the data this Diff-Map is cleared so that the transformer can start adding new changed metrics.

Call data source is the Cisco ICM Administrative Workstation Database.

Supported languages

English

Installation Prerequisites

- Java 6 SDK (JDK1.6)
- SQL Server 2005 has been installed and an admin account has been created.
- A Frontline Advisor (FA) database has been created, and the user account created (See *FrontlineAdvisor_InstallationGuideWindows_3.3GA.pdf*)

Installing this software

Please see the *InformiamCiscoAdapter_InstallationGuide_3.3GA.pdf*.

New to version 3.3

This is the first release of the Cisco Adapter. (Note: The version number is incremented to coincide with the Advisor 3.3 Suite release)

Fixes in version 3.3

As this is the first release of the Cisco Adapter, there are no prior version fixes.

Directories on this CD

documentation

Contains the InformiamCiscoAdapter_ReadMe_3.3GA.pdf file.

software

Contains the installation files for the software.

Documentation

Product documentation and the release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. 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 and Agent Advisor 3.3 customer using the Cisco Adapter.

Licensing

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<<http://genesyslab.com/support/dl/retrieve/default.asp?item=B6C52FB62DB42BB229B02755A1D12650&view=item>> on the Technical Support website and the licensing section of the Genesys 7 Migration Guide

<<http://genesyslab.com/support/dl/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>>.

Configuration support

Information on supported hardware and third-party software is available on the Genesys Technical Support Website in the following documents:

CiscoAdapter_InstallationGuideWindows_3.3GA.pdf

CiscoAdapter_ReleaseNotes_3.3GA.pdf

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- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
 - Ant 1.5.1
 - Xerces-J 1 1.2.3
 - Xerces-J 2 2.6.2
 - xml-apis 1.0.b2
- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
 - Jdom b9
 - OSCache 2.4

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