

About This Software

Genesys Adapter

There are two parts to the Genesys Adapter: a server component and a Web application component. The server component is the main engine of the Genesys Adapter. The Web application component contains an administration console that is used to control the data that the Genesys Adapter is monitoring. The administration console is accessible through the Contact Center Advisor Administration module. You must install the server component first and then install the Web application component.

The Resource Management Console ("RMC") Web application does not use the Genesys Adapter at all, but can be optionally installed with the Genesys Adapter installation jar. RMC's server component is the Supervisor Desktop Service ("SDS"), which is a completely separate Genesys IP downloadable. For the current version of RMC, please use SDS version 7.6.200.09.

Call data source is the Genesys Stat Server.

Supported languages:

English

Installation Prerequisites

- Java 6 SDK (JDK1.6)
- Contact Center Advisor and XMLGen are installed and ready.
- An SQL Server database has been installed and an admin account has been created.

Installing this software

Please see the *InformiamGenesysAdapter_InstallationGuide_3.3GA.pdf*.

New to version 3.3

Two additional metrics are being retrieved for queues:

- ExpectedDelay
- Outbound

Support for Agent Group Membership using 'LoggedIn' Script

Fixes in version 3.3

Ref #	Brief Description
GEN-575	Admin: Object Config request sent to SL Thresholds API
GEN-462	All password fields should be masked.
GEN-584	Delete of Filters is not handled to remove the corresponding statistics objects.

Ref #	Brief Description
GEN-580	Call_Type_Real_Time.fmt file is missing Queue ACW Time mapping. NULLs present in metrics database with data present in CCPulse.
GEN-576	Agent_Skill_Group_Real_Time records not replaced, after Virtual Agent Group population reduced, then increased again via changing its definition
GEN-572	Adapter not recovering from being disconnected from the system (mimicking it being "down").
GEN-564	Unable to publish objects for the NO_FILTER option
GEN-569	AppSpecificId replication for rule metrics were missing for FA
GEN-568	On overnight stats re-issue, existing stats need to be closed first.
GEN-307	Resource ManagementEnglish Help user manual
GEN-550	Database connection lost once in a while.
GEN-548	Object Configuration: Selecting and unselecting an object in "All" pane does not remove it from "selected" pane
GEN-543	Silent Install -- Failed on Config Server password, but the correct password is present in the ant.install.properties file.
GEN-541	SL Configuration page should not show two entries when a filter combo is added
GEN-535	Timing of Config and Stat server reconnects, when Adapter was offline, affects ability to gather config changes
GEN-539	Adapter is populating the metrics SL% and SL%PlusAband into the wrong database columns.
GEN-530	Wrapper.log file is created every minute
GEN-528	Stats are not re-requested for a VAG if the loggedin agents are already part of another monitored agent group
GEN-499	Warm Standby connection is not re-established after add timeout

Ref #	Brief Description
GEN-343	Session timeouts when accessing the Genesys admin page
GEN-502	Deleted a mis-configured Gen Adapter from the "Manage Adapters" page -- now cannot access correctly configured adapter with "Object Configuration" page.
GEN-498	RMC: Notification lists can no longer be retrieved

Directories on this CD

documentation

Contains the GenesysAdapter_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 Genesys Advisor user.

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 7 Licensing Guide

<<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:

InformiamGenesysAdapter_InstallationGuideWindows_3.3GA.pdf

InformiamGenesysAdapter_ReleaseNotes_3.3GA.pdf

Legal Notices

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Trademarks

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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.

- Javassist 3.6.ga - Javassist is distributed under terms of the Mozilla Public License 1.1
- JAXB 2.1 - This product contains JaxB Reference Implementation distributed under terms of the Common Development and Distribution License
- JSR-250 - Java Common Annotations 1.0 - This product contains JSR 250 RI distributed under the Common Development and Distribution License
- Restlet 1.1.1 - This product contains Restlet distributed under terms of the Common Development and Distribution License 1.0
- Castor XML 0.9.3.19 - This product contains software developed by the ExoLab Project <<http://www.exolab.org>>
- Jericho-HTML 2.3 - This product contains Jericho-HTML distributed under terms of the Eclipse Public License 1.0
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
 - Ant 1.5.1
 - commons-codec 1.2
 - Xerces-J 1 1.2.3
 - Xerces-J 2 2.6.2
 - xml-apis 1.0.b2
 - Apache Jakarta Commons Beanutils 1.6

- Apache Jakarta Commons Collections 2.1
- Apache Jakarta Commons Lang 1.0.1
- Apache Struts 1.1
- Apache Jakarta log4j 1.2.8
- Apache Batik 1.0
- Apache Crimson 1.1
- Apache Jakarta 1.0.2
- Jakarta ORO 2.0.8
- Apache Jakarta Commons EL 1.0
- Apache Jakarta Commons Logging 1.0.3
- Apache Jakarta Commons Digester 1.5
- Xalan – Regex APL 1.1
- Xalan – BCEL APL 1.1
- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
 - OSCache 2.4

Administration and Security 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.