



Informiam
Product Line

Release Notes

Informiam Proactive Business Management Suite™

Informiam Genesys Adapter v 3.3

April 16, 2010

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Overview

The main purpose for release 3.3 of the Informiam Genesys Adapter is to include two additional metrics – ExpectedDelay and Outbound, and provide support for Agent Group Membership using ‘LoggedIn’ Script.

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.

Installation

Please refer to the *InformiamGenesysAdapter_InstallationGuide_3.3GA.pdf* on the Documentation CD.

Contents of Release

Release notes

Installation for Windows

Enhancements

Description	Ref. #
Two additional metrics are being retrieved for queues in this release of the Genesys Adapter – ExpectedDelay and Outbound	SN# 8333 SN# 8334
Support for Agent Group Membership using ‘LoggedIn’ Script	SN# 8527

Closed Significant Issues

Description	Ref. #
Admin: Object Config request sent to SL Thresholds API	GEN-575
All password fields should be masked.	GEN-462
Delete of Filters is not handled to remove the corresponding statistics objects.	GEN-584
Call_Type_Real_Time.fmt file is missing Queue ACW Time mapping. NULLs present in metrics database with data present in CCPulse.	GEN-580
Agent_Skill_Group_Real_Time records not replaced, after Virtual Agent Group population reduced, then increased again via changing its definition	GEN-576
Adapter not recovering from being disconnected from the system (mimicking it being "down").	GEN-572
Unable to publish objects for the NO_FILTER option	GEN-564

Description	Ref. #
AppSpecificId replication for rule metrics were missing for FA	GEN-569
On overnight stats re-issue, existing stats need to be closed first.	GEN-568
Resource ManagementEnglish Help user manual	GEN-307
Database connection lost once in a while.	GEN-550
Object Configuration: Selecting and unselecting an object in "All" pane does not remove it from "selected" pane	GEN-548
Silent Install -- Failed on Config Server password, but the correct password is present in the ant.install.properties file.	GEN-543
SL Configuration page should not show two entries when a filter combo is added	GEN-541
Timing of Config and Stat server reconnects, when Adapter was offline, affects ability to gather config changes	GEN-535
Adapter is populating the metrics SL% and SL%PlusAband into the wrong database columns.	GEN-539
wrapper.log file is created every minute	GEN-530
Stats are not re-requested for a VAG if the loggedin agents are already part of another monitored agent group	GEN-528
Warm Standby connection is not re-established after add timeout	GEN-499
Session timeouts when accessing the Genesys admin page	GEN-343
Deleted a mis-configured Gen Adapter from the "Manage Adapters" page -- now cannot access correctly configured adapter with "Object Configuration" page.	GEN-502
RMC: Notification lists can no longer be retrieved	GEN-498

Known Issues

No known significant issues.

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