



- About This Software
- Documentation
- Technical Support
- Legal Notices

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

About This Software

Interaction Concentrator is a Genesys product that collects and stores detailed data from various sources in a contact center empowered with Genesys software. Downstream reporting systems can access Interaction Concentrator data in near-real time.

Operating on top of Genesys Framework, the Interaction Concentrator product consists of a server application called Interaction Concentrator (or ICON) and a database called Interaction Database (or IDB). The server receives data from the data sources such as Configuration Server, T-Server, Outbound Contact Server, and Interaction Server and, through Genesys DB Server, stores these data into IDB.

New Features in Release 7.6.x

The 7.6.1 release of ICON includes the following new features:

- An enhancement to support a large number of concurrently active Multimedia interactions.
- A purging mechanism for Multimedia data stored in IDB.
- Improved performance of the purging procedure for voice data stored in IDB.
- The ability to filter out some Multimedia data which is not relevant for reporting in order to save IDB storage space and improve overall performance.

The 7.6.0 release of ICON includes the following new features:

- The ability to resynchronize the configuration data in Interaction Database (IDB) with Configuration Database on demand.
- A configurable filtering mechanism for certain types of data to enable the optimization of database size and performance.
- Support for high availability (HA) of data at the extraction, transformation and loading (ETL) level by providing data redundancy through the use of two or more IDBs. In addition to previously available HA of voice details and outbound data, the applicable data now includes configuration data, agent-related data, and SIP chat data.

- Support for media types for Open Media in all the areas where e-mail and chat data (other than related to SIP) were previously supported.
- Support for reporting on SIP chat.
- An ability to report after-call work (ACW) for the first interaction associated with ACW, for voice interactions.
- The ability to suppress, for voice interactions, the interruption of the ACW and NotReady agent states by interactions coming to, or produced by, the agent. Support for a wider range of detailed routing results for interactions that are distributed from virtual queues.
- Support for a wider range of detailed routing results for interactions that are distributed from virtual queues.

Directories on This CD

documentation

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

icon

Contains the ICON application files for installation.

templates

Contains the application templates used for installation.

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](#).

[Return to Top](#)

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.

[Return to Top](#)

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 an ICON 7.6 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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 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 Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

Legal Notices

Copyright

This CD and all its contents © Copyright 2008, Genesys Telecommunications Laboratories, Inc. All rights reserved.

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

[Return
to Top](#)

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.

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