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About This Software

The *Gplus* Adapter 8.0 for SAP Analytics is a server-side integration component that provides a software connection between the SAP NetWeaver platform and Genesys. The Adapter passes interaction data from the Genesys Interaction Database and other components to the SAP CRM system. The statistics data might include:

- The elapsed time for each interaction.
- The number of turnovers that resulted from the interaction.

New Features in Release 8.0.x

This section describes new features that were introduced in the initial release of 8.0.0:

- You can now import the Genesys Interaction details (for completed voice, e-mail, chat, and open media interactions) into the SAP CRM for centralized analytics processing.
- Interaction details are now retrieved from Genesys Info Mart instead of Genesys Interaction Concentrator.
- Multiple Adapter instances can now point to the same Genesys Info Mart database.
- You can now validate application options in Genesys Administrator.

Directories on This CD

documentation

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

gplus_components

Contains the installation files for the Genesys *Gplus* Adapter for SAP Analytics components.

templates

Contains the application templates for the *Gplus* Adapter for SAP Analytics.

Documentation

Product documentation for the *Gplus* Adapter for SAP Analytics is provided on the [Genesys Documentation website](#), and the Documentation Library DVD, or the Developer Documentation CD that is shipped on request 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 Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a *Gplus Adapter 8.0 for SAP Analytics* 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 Genesys documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

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

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Your Responsibility for Your System

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