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## About This Software

*Gplus* Adapter for Verint WFM aggregates inbound voice, outbound campaign, e-mail, chat, iWD and agent activity data from a Genesys call center environment and creates historical data reports and a Real Time Adherence (RTA) data feed for a Verint Workforce Management (WFM) system

## New Features in 6.0

The primary new feature added in release 6.0.001 is:

- The Adapter can be configured to ignore ACW (wrap up) sessions that do not start immediately after a routed interaction ends.

## Directories on This CD

### **config**

Contains the license file, a log4j configuration example file and the configuration properties files.

### **documentation**

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

### **ftp**

Default directory for temporarily storing report files.

### **lib**

Contains the application jar files.

### **licenses**

Contains copies of the open source licenses used by the third party software.

### **logs**

Default directory for the generated log files.

### **recovery**

The directory where the recovery log files will be stored.

### **scripts**

Contains the installation/configuration scripts for Windows and unix/bash.

### **templates**

Contains the application templates used for configuration.

**wrappers**

Contains the Windows service wrapper utilities.

**root or /**

Contains the bootstrap.jar file.

## Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD 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](#).

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.

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## 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 for Verint WFM 6.0 customer.

### 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 Customer Care 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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## Legal Notices

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## **Your Responsibility for Your System**

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