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About This Software

The Genesys Voice Platform Cisco Queue Adapter (CQA) connects to the Cisco Intelligent Contact Manager (ICM) and communicates through the Cisco VRU Peripheral Gateway. The Cisco Queue Adapter communicates with the Cisco ICM to route each call to an appropriate endpoint using ICM-defined routing rules. The Cisco platform uses the GVP as a call-queuing platform.

Depending on customer purchasing decisions, additional CDs, such as those for Speech Vendor or Dialogic HMP Software, may come with any shipment of GVP 7.6.

New Features in 7.6.x

No new features have been added in the 7.6.x releases.

Directories on This CD

documentation

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

solution_specific

Contains the installation files for the software.

Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), 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](#).

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.

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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.

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 Voice Platform Cisco Queue Adapter 7.6 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 Technical Support 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 Technical Support website in the following documents:

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

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