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About This Software

The intelligent Workload Distribution (iWD) JMS Capture Adapter is a capture adapter that allows iWD to capture tasks from source systems that use Java Message Service (JMS) as a message bus. The Capture Adapter provides a fully bidirectional link and supports the full iWD API (such as task creation, updating, holding, canceling, and various task state change notifications). The iWD 7.6.1 JMS Capture Adapter is supported only with the 7.6.1 release of iWD.

Optionally, the iWD JMS Capture Adapter supports message transformation. In this case, each incoming XML message as well as each outgoing message is passed through transformation scripts allowing integration with custom XML formats. These transformation scripts can also be customized.

About Genesys intelligent Workload Distribution

Genesys intelligent Workload Distribution is a business application for dynamically prioritizing the distribution of work tasks to the people best suited to handle them. With Genesys iWD, enterprises can effectively manage all customer service resources and business processes across the enterprise, going beyond the walls of the formal contact center and into other areas of the business like branch offices, remote or home agents, and experts in the back-office.

Genesys iWD uses a global task list, sorted based on business value, to help enterprises ensure that the right resources, regardless of location, are proactively receiving the most critical or highest value tasks at the right time.

Note: intelligent Workload Distribution was formerly known as Conseros Global Task List.

Features in Release 7.6.x

There are no new features in release 7.6.1.

Directories on This CD

documentation

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

iwd-jms

Contains the installation files for the software.

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](#).

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 iWD JMS Capture Adapter 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 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 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 Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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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

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