



- **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

The Genesys intelligent Workload Distribution Capture Adapter for IBM WebSphere MQ ("iWD Capture Adapter for WebSphere MQ") connects third-party task originating systems (such as business process management or workflow solutions) to Genesys intelligent Workload Distribution, via the IBM WebSphere MQ interface. The iWD Capture Adapter for WebSphere MQ provides a fully bidirectional link and supports the full set of iWD capabilities, such as task creation, updating, holding, and canceling, as well as various task state change notifications.

Optionally, the iWD Capture Adapter for WebSphere MQ 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-wmq

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that

support the application.

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.

[Return to Top](#)

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 Capture Adapter for WebSphere MQ 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](#)

[Return to Top](#)

Legal Notices

Copyright

This CD and all its contents © Copyright 2009, 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

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.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

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.

[Return to Top](#)