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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.

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.

New Features in 8.0.x

Some of the primary new features added in release 8.0.0 are:

- Additional platform support (please refer to the *Genesys Supported Operating Environment Reference Manual* for a complete list of supported platforms):
 - Server Operating Systems (for iWD WebSphere MQ Capture Point service in an iWD Runtime Node):
 - Microsoft Windows Server 2008
 - IBM AIX 6.1
 - Solaris 10
 - Red Hat Enterprise Linux 5

Directories on This CD

documentation

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

iwd_wmq_capture

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 that's 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 an iWD WebSphere MQ Capture Adapter 8.0 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](#).

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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