Genesys

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Reporting
License Reporting Manager
Release 8.1

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About This Software

License Reporting Manager (LRM) measures and stores usage data for licensed Genesys products and user-defined bundles, providing Genesys users with license management reports and Hosted Service Providers with billing data.

New Features in 8.1.x

Some of the primary new features added in release 8.1.2 are:

- **Usage Reporting** — Usage reporting includes Agent Group and Place Group usage.
- **Security Features** — LRM supports connection to the Configuration Server meeting the Federal Information Processing Standard (FIPS) computer security standard.

Some of the primary new features added in release 8.1.1 are:

- **Usage Reporting** — Usage reporting includes SIP Voicemail, Genesys Voice Platform Ports, Call Qualification Parking, High Availability, Genesys Info Mart, Genesys Interactive Insights, Genesys Social Media, QM Call Recording, Agent Connector, and IVR Connector.
- **Enabled Seat Counts** — Enabled seat count data for the sellable items from Configuration Server includes Third Party Work Items, High Availability, Genesys Info Mart, Genesys Interactive Insights, Genesys Social Media, and Agent Connector.
- **Security Features** — LRM supports Transport Layer Security (TLS) protocol between Genesys components. LRM supports HTTPS authentication for any HTTP connection.
- **Database Support** — LRM provides database support for Microsoft SQL Server 2008 and PostgreSQL 9.0.
- **Operating System Support** — LRM supports Red Hat Enterprise Linux 6 and Windows 2008 Server (x64). The LRM Plug-in for Genesys Administrator Extension supports Red Hat Enterprise Linux 5.

Some of the primary new features added in release 8.1.0 are:

- Usage reporting for Interaction Workspace, 3rd-Party Work Items, GVP TTS Ports, and GVP ASR Ports.
- Ability to have provisioned tenant entitlements displayed as a reference on usage reports.

Directories on This CD

documentation

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

lrm

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the Genesys Documentation website, 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 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 with support 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 License Reporting Manager 8.1 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 Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

Information about supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your Customer Care representative if you have any questions.

- This product includes software developed by JAXB Java.Net. (http://jaxb.java.net). Source code is available upon request.

- This software contains the Oracle JDBC Driver distributed under agreement between Genesys and Oracle.

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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.

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