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About This Software

Advisors Cisco Adapter (ACA) is a data source product for the Advisor Suite in release 8.0. The purpose of the adapter is to pull data from the Cisco environment and publish statistics to Frontline Advisor/Agent Advisor.

New Features in 8.0

The primary new features added in release 8.0 are:

- Use of standard Genesys branding elements, styles, and naming conventions.

Directories on This CD

documentation

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

/aca/windows

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 an Advisors Cisco Adapter 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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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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Third-Party Software

This product includes the following software developed by the Apache Software Foundation:

- Xerces-J 2
- xml-apis

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