



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

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About This Software

The Genesys Adapter (AGA) is a data source product that pulls data from the Genesys environment and publishes statistics to Contact Center Advisor, Workforce Advisor and Frontline Advisor/Agent Advisor.

New Features in 8.0.x

The primary new features added in release 8.0.001 are:

- The Genesys Adapter supports connection to a backup Configuration Server configured in a high-availability pair.
- The Genesys Adapter supports connection to a minimum of one and a maximum of five Stat Servers. Each of these Stat Servers can also be configured in a high-availability pair.
- This release is available in German. Multi-byte languages are not supported.

The primary new features added in release 8.0 are:

- Implementation of simple custom metrics. In this release you can reflect Stat Server custom statistics and specify compound KPIs and customized formulas for any given KPI. The descriptions of custom metrics are uni-lingual.
- Support for essential multi-channel metrics: This release supports Web chat and e-mail metrics.
- Use of standard Genesys branding elements and styles.
- The Genesys Adapter's Installer Support library is extended to handle JDK verification. This ensures that the installed applications use acceptable JDK versions.

Directories on This CD

documentation

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

/aga/windows

Contains the installation files for the software.

/sds/windows

Contains the installation files for the Supervisor Desktop Service 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.

[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 Contact Center Advisor/Workforce Advisor 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](#)

[Return to Top](#)

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Third-Party Software

This product contains:

- JaxB Reference Implementation distributed under terms of the Common Development and Distribution License
- The following software developed by the Apache Software Foundation:
 - Ant
 - Xerces-J 1
 - Xerces-J 2
 - xml-apis

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[Return to Top](#)