Genesys

Performance Management Advisors

Contact Center Advisor - Mobile Edition

Release 8.1

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About This Software

Contact Center Advisor–Mobile Edition (CCAdv-ME) extends the real-time power and key capabilities of the desktop Genesys Advisor Performance Management Suite to the mobile user. CCAdv-ME connects people with key performance indicators (KPIs) so they can collaborate and solve service performance issues before they evolve into critical performance problems. CCAdv-ME provides managers, wherever they are located, with the information they need to spot developing service and operational performance trends via precise real-time graphical metrics and KPIs.

New Features in 8.1.x

The primary new features added in release 8.1.4 are:

- Enhanced security using Role-Based Access Control (RBAC) on supported mobile devices (backwards compatible with earlier Advisors releases)
- Support for additional device platforms (backward compatibility with earlier Advisors releases):
    - iPhone/iPad/iPod Touch iOS 6.1
    - BlackBerry 6.0, 7.0, and 7.1
- Compatibility with Advisors Platform versions 8.1.3 and 8.1.4
- Compatibility with Contact Center Advisor versions 8.1.3 and 8.1.4

The primary new features added in release 8.1.2 are:

- Compatibility with Advisors Platform version 8.1.2
- Compatibility with Contact Center Advisor version 8.1.2

The primary new features added in release 8.1.1 are:

- Support for Android 2.1 client devices
- Support for Apple tablet (iPad) client devices
- A new installer
- Compatibility with Contact Center Advisor version 8.1.1
- Server support for VMware vSphere 4 Hypervisor

The primary new features added in release 8.1.0 are:

- Support for Apple iPhone devices
- Support for Blackberry devices
- Support for Oracle 11g

- Support for MS SQL Server 2005
- Runs on Windows 2003 server and 2008 server
- Backwards-compatibility with Contact Center Advisor versions 3.1, 3.3, 8.0, and 8.0.1

Directories on This CD

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

/ccadv_me/windows
Contains the installation files for the software.

/me_client/ios
Contains the iPhone client software.

/me_client/blackberry
Contains the Blackberry client software.

/me_client/android
Contains the Android client software.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD 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 Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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 Care Program Guide*](#). Please tell the Technical Support representative that you are a Contact Center Advisor–Mobile Edition 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 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:

Legal Notices

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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 technical support representative if you have any questions.

CCAdv-ME uses the following third-party software:

- This product includes/uses software, Logging (http://jakarta.apache.org/commons/logging/)
- This product includes/uses software, QDox (http://qdox.codehaus.org)
- This product includes/uses software, Unnamed - ant:ant:jar:1.6.2
- This product includes/uses software, Unnamed - jmock:jmock:jar:1.0.0
- This product includes/uses software, Spring Framework: Web (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/)
- This product includes/uses software, Spring Framework: Core (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/)
- This product includes software developed by The Apache Software Foundation (http://www.apache.org/)
  - xml-apis
  - XMLBeans
  - Xerces-J 2
  - commons-codec
  - joda-time
  - AntInstaller
  - commons-fileupload
  - Log4j
  - commons-io
- This product includes software developed by Joda.org (http://www.joda.org/).
  - joda-time
- This product contains software from the Restlet project (http://www.restlet.org/). Source code is available upon request
  - com.noelios.restlet.ext.simple 1.0.11
  - org.restlet.ext.json 1.0.11
- This product contains software from the JAXB project (https://jaxb.dev.java.net/). Source code is available upon request
  - jaxb-impl 2.1.10
- This product contains software from the Javax Transaction project (http://java.sun.com/products/jta). Source code is available upon request

- - jta 1.1
- This product contains software from the Javax Persistence API project (http://www.jcp.org/en/jsr/detail?id=220). Source code is available upon request
  - persistence-api 1.0
- The antinstaller contains artwork from the Bluecurve icon collection, Copyright Red Hat, Inc. It is available under the Creative Commons Attribution-ShareAlike 3.0 Unported License: http://creativecommons.org/licenses/by-sa/3.0/.

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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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