Genesys

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Performance Management Advisors
Contact Center Advisor and
Workforce Advisor
International
Release 8.1

Supported Languages By Release	CSY	CHS	CHT	DEU	ENG	ESN	FRA	ITA	JPN	KOR	PTB	RUS
8.1.5				X	X							
8.1.4				X	X		X					
8.1.3				X	X							
8.1.2				X	X		X					
8.1.1				X	X							

About This Software

Contact Center Advisor (CCAdv) and Workforce Advisor (WA) are Web-based products:

- Contact Center Advisor—Enables the proactive management of contact center issues by consolidating information from disparate data sources, correlating events and determining relationships between them, identifying the root causes of an event, and communicating issues directly to appropriate management for immediate action.
- Workforce Advisor—Consolidates data from multiple switches, workforce management systems and other infrastructure components in order to monitor agent schedule adherence, correlating actual staffing levels to those forecasted, identifying unusual activity or discrepancies via an advanced rules engine, and communicating events immediately and directly to appropriate management and front line personnel.

Call-data sources currently used include Genesys Stat Server and Cisco ICM/IPCC. Workforce data sources include Genesys Workforce Management, Aspect eWFM, and IEX Totalview.

New Features in 8.1.x

The primary new features in release 8.1.5 are:

- Administration changes:
  - Previously, Workforce Advisor was dependent on Contact Center Advisor rollups. Using the new configuration option on the System

Configuration page in the Administration module, you can choose to use independent Workforce Advisor hierarchies.

- The Contact Group Configuration page in the Administration module now shows the network contact center (NCC) name with the agent group contact center (AGCC) name, and uses the format NCC:AGCC.
- You can perform bulk configuration of Contact Center Advisor application rollups and bulk configuration of Workforce Advisor contact group rollups.

- The Alerts window was previously called the Alerts pane or panel. You can open the Alerts window from the Map pane as you always did. The Alerts window has been re-designed in Release 8.1.5, and includes the following changes:
  - You can scroll through the alerts of each contact center automatically or manually.
  - Inactive alerts display for a few seconds before they are removed from the Alerts window.
  - The Alerts window now displays the difference between the last refresh of the metric value and the current metric value, as well as the percentage of the absolute difference.
  - An expanded Alert cell in the Alerts window displays a spark line to indicate the history of the alert since the Alerts window was opened. Red or yellow spark line bars indicate the values that triggered a threshold alert.
- In Workforce Advisor, the Contact Groups and Agent Groups panes display the parent level name of the selected level in the Contact Centers pane, and then the name of the selected level.
- The Scheduled Staff metric is renamed to Scheduled Staff Headcount.
- Metric graphing changes:
  - The time slider attributes are maintained when you log out and log in again.
  - The five default colors used in the graph are more easily distinguished from one another; the color values have greater contrast.
  - If metrics are not defined for an object, they are not available to graph.
- Role-based access control (RBAC) extends to the Alert Management Reports window and the Alert Management tab. You can view action reports only if you have permission to see the aggregating objects and metrics of the alerts to which the reports are related.
- The dashboard supports 1500 concurrent Contact Center Advisor users and 1500 concurrent Workforce Advisor users.
- Contact Center Advisor/Workforce Advisor support Management Framework 8.1.2.
- During component upgrades, installation packages preserve the configured `Warehoused.metrics.max.minutes.kept` value.
- Contact Center Advisor/Workforce Advisor support interaction with Data Manager.

The primary new features in release 8.1.4 are:

- Contact Center Advisor and Workforce Advisor are compatible with Advisors Platform Release 8.1.4.
- Starting in Release 8.1.401:
  - French is added as an option for language and country settings. English and German continue to be options.
  - Contact Center Advisor and Workforce Advisor are compatible with Oracle Java 1.7.

The primary new features in release 8.1.3 are:

- A Metric Manager page is added to the Administration module. Metric Manager replaces the Metrics page. All CCAdv/WA metrics can be viewed in the Metric Manager, and the display attributes for all metrics can be updated.

In Release 8.1.3, you can create custom application metrics using existing source metrics provided by Advisors Genesys Adapter and existing application metrics (you cannot create agent group or contact group metrics). The Metric Manager page displays only the metrics to which you have `Read` permission in the Configuration Server. To create new custom metrics, you must have access to all metrics.

- Enable five metrics for graphing using the `Time Profile for Charting` property in the Metric Manager. The following are additional features of the new Metric Graphing window:
    - Access to the Metric Graphing window is now available as an option within the row in which you select an object or application for graphing. Previously, the button was only available above the `Contact Centers` and the `Applications` panes.
    - You can access the Metric Graphing window from Workforce Advisor, which was previously unavailable.
    - You can graph WA forecast and real-time metrics.
    - Both Contact Center Advisor and Workforce Advisor metrics can be presented within the same Metric Graphing window.
    - You select the graphing style within the Metric Graphing window.
- CCAdv and WA support JAWS Standard version 11, an accessibility interface for users with visual impairment. JAWS provides audio and a series of keyboard shortcuts for navigating the tabulated information on the screen.
- Additional privileges are added for Role-Based Access Control within Workforce Advisor. Unless otherwise noted below, these privileges already exist for CCAdv.
  You can now limit access to the following in both CCAdv and WA:
    - The `Enterprise` row in the Contact Centers pane
    - The `Column Chooser` button
    - The data in the `Agent Group` pane
    - The `Grouping` drop-down list (this is new to both CCAdv and WA in Release 8.1.3)
    - The `Change Password` menu
    - The Administration module
    - The Resource Management console
    - The Alert Management tab and Action Management Report page
- The Workforce Advisor server now filters data that it sends to the dashboard for the `Contact Centers` pane, the `Contact Groups` pane, and the `Agent Groups` pane. It filters this data by your permission to see regions, contact centers, application groups, and metrics. Workforce Advisor similarly filters e-mail about threshold violation alerts based on the permissions of the user to whom the e-mail is addressed.
- There is now a system option available to hide the `Totals and Averages` row in the Workforce Advisor `Agent Groups` pane.
- A `Default Grouping` section is added to the System Configuration page in the Administration Module. Use the drop-down lists to change the default grouping selection for the CCAdv and WA Contact Centers panes.
- XMLGen can now write to disk the XML that it creates for the dashboard. This is controlled by a new property, `debugging.enableDiskOutput`, in the xmlgen.properties file.
- A new Genesys splash screen is implemented for the installer and login screens.

The primary new features in release 8.1.2 are:

- French is added as an option for language and country settings. English and German continue to be options.
- Support for essential role-based access control (RBAC), including including, viewing rights to information on the dashboard, such as levels of the enterprise hierarchy, metrics, and dashboard panes, and access to the column chooser.
- Removal of Administrative Partitioning (replaced by functionality within RBAC).

- Further integration with Genesys Management Framework, including management of user profiles, and creation of hierarchy objects.
- Metric Graphing improvements, including scaling of two metrics and labeling of time periods.

The primary new features in release 8.1.1 are:

- Integration with Genesys Management Framework—User data now comes from and is authenticated by the Configuration Server.
- Support for Administrative Partitioning; enforces configuration by administrators who understand their line of business.
- Redesigned administration user interface.
- Support for graphing two metrics.
- Support for Genesys terminology; skill groups are now agent groups.

The primary new features in release 8.1.0 are:

- Support for Oracle 11g databases
- Support for Genesys Stat Server capacity rules for the voice channel
- Support for additional customer-defined metrics. These statistics are at the skill-group level and cannot be de-duplicated in the `Totals & Averages` row in the current release. For example, if an agent is part of two skill groups and talking, the agent will count as talking in both skill groups.
- Option to hide the `Skill Group Totals & Averages` row
- Corrections to the Column Chooser `Apply` functionality
- Default alphabetic sorting of skill groups
- Updates to several metric definitions and calculations

Release 8.1.0 is restricted.

Directories on This CD

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

/ccadv-wa/windows
Contains the installation files for the software.

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 Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care 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 Contact Center Advisor/Workforce Advisor 8.1 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 Genesys Documentation 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 Documentation website in the following documents:

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

Legal Notices

Copyright

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Trademarks

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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.

Contact Center Advisor and Workforce Advisor use the following third-party software:

- This product contains software from the JSR 311 project at Java.net (https://jsr311.java.net/). Source code is available upon request.
- 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/)
  - Xbean - Spring
- This product includes Hypersonic SQL.
  - HSQLDB
- This product includes software developed at The Apache Software Foundation (http://www.apache.org/).
- This product includes/uses software, AOP alliance (http://aopalliance.sourceforge.net) License: Public Domain
- This product includes/uses software, Apache Ftplet API (http://mina.apache.org/ftpserver), developed by The Apache Software

Foundation (http://www.apache.org/) License: Apache 2.0 License (http://www.apache.org/licenses/LICENSE-2.0)

- This product includes/uses software, Apache MINA Core (http://mina.apache.org/mina-core), developed by Apache MINA Project (http://mina.apache.org/) License: Apache 2.0 License (http://www.apache.org/licenses/LICENSE-2.0)
- This product includes/uses software, JCL 1.1.1 implemented over SLF4J (http://www.slf4j.org), developed by QOS.ch (http://www.qos.ch)
- This product includes/uses software, SLF4J API Module (http://www.slf4j.org), developed by QOS.ch (http://www.qos.ch)
- This product includes/uses software, Spring Framework: Beans (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/) License: The Apache Software License, Version 2.0 (http://www.apache.org/licenses/LICENSE-2.0.txt)
- This product includes/uses software, Spring Framework: Context (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/) License: The Apache Software License, Version 2.0 (http://www.apache.org/licenses/LICENSE-2.0.txt)
- This product includes/uses software, Spring Framework: Core (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/) License: The Apache Software License, Version 2.0 (http://www.apache.org/licenses/LICENSE-2.0.txt)"
    - Apache FTP Server
- This product includes software developed at The Apache Software Foundation (http://www.apache.org/). Please refer to each LICENSE..txt file for the license terms of the components that Apache MINA depends on.
- Message logging is provided by the SLF4J library package, which is open source software, written by Ceki Gülcü, and copyright by SLF4J.ORG and QOS.ch. The original software is available from http://www.slf4j.org/
- Data compression support is provided by the JZLib library package, which is open source software, written by JCraft, and copyright by JCraft. The original software is available from http://www.jcraft.com/jzlib/
- Spring framework is provided by the Spring framework library package, which is open source software, written by Rod Johnson et al, and copyright by Springframework.org. The original software is available from http://www.springframework.org/
- OGNL is provided by the OGNL library package, which is open source software, written by Drew Davidson and Luke Blanshard. The original software is available from http://www.ognl.org/
    - Mina
- This product includes software developed at the Apache Software Foundation (http://www.apache.org/).
    - commons-digester
    - ActiveMQ
    - commons-dbcp
    - commons-httpclient
    - commons-lang
    - commons-logging
    - commons-pool
    - Quartz
    - Jakarta Regexp
    - commons-fileupload
    - Axis1
    - CGLib
    - commons-beanutils
    - commons-collections
    - commons-logging
    - EHCache
    - Geronimo Spec - JMS
    - Ant

- commons-discovery
  - commons-primitives
  - ECS
  - Xalan-J
  - Xerces-J 2
  - xml-apis
  - Ant
  - ORO
  - OSCache
  - commons-codec
  - JAXP Reference Implementation
- This product includes software developed by the Apache Software Foundation (http://www.apache.org/). This product includes the ANTLR parsing library, developed by JGuru.com (http://www.antlr.org and http://www.jguru.com).
  - Struts
- This product includes software developed by Joda.org (http://www.joda.org/).
  - joda-time
- This product includes software from the JSR-250 - Java Common Annotations project (https://jsr250.dev.java.net).
  - JSR-250 - Java Common Annotations
- This product includes software from the Javax Transaction project (http://java.sun.com/products/jta).
  - Javax Transaction
- This product includes software from the Java Mail project (http://java.sun.com/products/javamail).
  - Java Mail
- This product includes software from the Javax Persistence API 1.0 project (http://download.java.net/maven/1/javax.persistence/jars/).
  - Javax Persistence API
- This product includes DOM4J developed by the DOM4J project (http://www.dom4j.org).
  - DOM4J
- This product includes JAXB Reference Implementation distributed under the terms of the Common Development and Distribution License.
  - jaxb-impl
- This distribution does not include Clover (`/lib/clover/clover.jar`)
  - Spring AOP
  - Spring Beans
  - Spring Context
  - Spring Core
  - Spring Integration
  - Spring JDBC
  - Spring JMS
  - Spring ORM
  - Spring Transaction
  - Spring Web MVC - Struts
  - String Template
- This product includes ANTLR software library.
  - Antlr 2
- This product includes software developed by the Indiana University Extreme! Lab (http://www.extreme.indiana.edu)
  - xpp3
  - xpp3_min
- This product includes software developed by the JDOM Project.
  - jdom
- This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/).
  - OGNL
- The antinstaller contains artwork from the Bluecurve icon collection, Copyright Red Hat, Inc. It is available under the Creative Commons Attribution-

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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