Genesys

Performance Management Advisors

Advisors Cisco Adapter

Release 8.1

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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							
8.1.3				X	X							
8.1.2				X	X		X					
8.1.1				X	X							

About This Software

The Advisors Cisco Adapter (ACA) is a data source product for the Advisor Suite in release 8.1. The purpose of the adapter is to pull data from the Cisco environment and publish statistics to Frontline Advisor/Agent Advisor.

New Features in 8.1.x

The primary new feature in release 8.1.5 is:

- Genesys Cisco Adapter can connect to Oracle Real Application Clusters (RAC). RAC functions such as High Availability and failover are not supported.

The primary new feature in release 8.1.4 is:

- Genesys Cisco Adapter is compatible with Performance Management Advisors Release 8.1.4.

The primary new feature in release 8.1.3 is:

- Genesys Cisco Adapter is compatible with Performance Management Advisors Release 8.1.3.

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.
- Enhanced password security
- Statistics request handling enhancements

- Updates to some metrics defninitions

The primary new feature in release 8.1.1 is:

- Support for additional Time Profiles for Frontline Advisor

The primary new feature in release 8.1.0 is:

- Support for Oracle 11g databases

The 8.1.0 release is restricted.

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 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 an Advisors Cisco Adapter 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:

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Copyright

Trademarks

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.

Advisors Cisco Adapter uses the following third-party software:

- This product includes software developed by the Apache Software Foundation (http://www.apache.org/).
    - commons-dbcp
    - commons-httpclient
    - commons-lang
    - commons-logging
    - commons-pool
    - commons-codec
    - Log4j
    - Quartz
    - CGLib
    - Xerces-J 2
    - xml-apis
    - BCEL
    - OSCache
- This distribution does not include Clover (/lib/clover/clover.jar).
    - Spring AOP
    - Spring Beans
    - Spring Context
    - Spring Core
    - Spring JDBC
    - Spring Transaction
- This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/).
    - OGNL
- 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 Restlet project (http://www.restlet.org).
    - Restlet
- 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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