Genesys

Performance Management Advisors

Genesys Adapter

International

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		X					
8.1.3				X	X							
8.1.2				X	X		X					
8.1.1				X	X							

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 8.1.x

The primary changes added in release 8.1.5 are:

- Metadata previously stored in the Advisors Genesys Adapter database related to Data Manager functionality is now found in Advisors Platform and Genesys Configuration Server. The configuration database for Genesys Adapter is no longer required. If you are upgrading to Release 8.1.5, you use the Advisors Object Migration Wizard to migrate data from the Genesys Adapter configuration database to Advisors Platform and Configuration Server.
- Advisors Genesys Adapter supports Genesys Platform Software Development Kit (PSDK) to Release 8.1.2.

The primary changes added in release 8.1.4 are:

- There are 13 new source metrics added to the metrics configuration table (metric IDs ranging from 500 to 512 inclusive). The new metrics are available for Frontline Advisor only in 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.
  - Advisors Genesys Adapter is compatible with Oracle Java 1.7.

- Advisors Genesys Adapter can use a Transport Layer Security (TLS) connection to Genesys Configuration Server.

The primary changes added in release 8.1.3 are:

- The Genesys Adapter installer includes additional Stat Server configuration options. You can now specify the types of statistics supported on the Stat Server pair you are associating with a Genesys Adapter instance. For example, you can choose to collect core statistics only on certain pairs of Stat Servers and multimedia statistics on other specific pairs.
- By default, Frontline Advisor displays all key-value pairs attached to the agent reason code statistic. To display only the reason codes corresponding to a single reason code key, execute the following script on the Genesys Adapter configuration database. In this example, the specified reason code key is `ReasonCode`.
  ```
  Update gc_metric_definitions set conversiontype =
  'ReasonCode' where metricid = 107
  ```

The primary changes added in release 8.1.2 are:

- French is added as an option for language and country settings. English and German continue to be options.
- Updates and enhancements to metrics, including additional custom metrics
- Support for Stat Server load balancing—The relationship between a statistic and the Stat Server pair against which it is requested is now persisted, which means that the statistic can be re-requested against the same Stat Server(s) on re-start or refresh.
- Support for Genesys Stat Server 8.1
- In Frontline Advisor, support for statistics for logged-in agents only.

The primary changes added in release 8.1.1 are:

- Changes to some metric definitions
- Support for one new agent state metric—`NotReadyVoiceF3`
- Statistics capacity checking has been improved to optimize the requesting of statistics from Stat Server(s).

The primary new features added in release 8.1.0 are:

- Support for Oracle 11g databases
- Support for the use of filters on metrics, enabling metric values to be distributed according to the filter conditions
- Support for Genesys Stat Server capacity rules for the voice channel
- Updates and corrections 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.

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

/sds/windows
Contains the installation files for the Supervisor Desktop Service software.

/templates
Contains the application template files for the Supervisor Desktop Service 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 Genesys 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:

- *[Genesys Supported Operating Environment Reference Guide](#)*
- *[Genesys Supported Media Interfaces Reference Manual](#)*

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 Customer Care representative if you have any questions.

Advisors Genesys Adapter and the Supervisor Desktop Service component use 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
    - Log4j
    - Quartz
    - CGLib
    - commons-beanutils
    - commons-collections
    - commons-configuration
    - commons-digester
    - Woodstox
    - Ant
    - Xerces-J 1
    - Xerces-J 2
    - xml-apis
    - Struts (SDS)
    - Batik (SDS)
    - Crimson (SDS)
    - Jakarta Validation (SDS)
    - Jakarta ORO (SDS)
    - Jakarta Tomcat (SDS)
    - commons-EL (SDS)
    - commons-Daemon (SDS)
    - commons-Modeler (SDS)
    - Jakarta FileUpload (SDS)
    - Regexp 1.2
    - BCEL 5.0 rc1
    - OSCache
    - commons-codec
    - JAXP Reference Implementation
    - jdom
- Portions of this software were originally based on the following:
    - software copyright (c) 1999-2002, Lotus Development Corporation., http://www.lotus.com.
    - software copyright (c) 2001-2002, Sun Microsystems., http://www.sun.com.
    - software copyright (c) 2003, IBM Corporation., http://www.ibm.com.
    - voluntary contributions made by Ovidiu Predescu (ovidiu@cup.hp.com) on behalf of the Apache Software Foundation and was originally developed at Hewlett Packard Company.
- 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 developed by Noelios Technologies, and contains Restlet distributed under the terms of the Common Development and Distribution License 1.0:
    - Restlet 1.1.1
- This product includes software developed by the Exolab project:
    - Castor XML 0.9.3.1.9
- This product contains Jericho HTML distributed under the terms of the Eclipse Public License 1.0:
    - Jericho HTML 2.3
- This distribution does not include Clover (`/lib/clover/clover.jar`).

- Spring AOP
- Spring Beans
- Spring Context
- Spring Core
- Spring JDBC
- Spring Transaction
- This product contains JaxB Reference Implementation distributed under terms of the Common Development and Distribution License.
  - JAXB
- 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-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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