Genesys

Reporting

Release 8.0

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About This Software

Reporting 8.0.x consists of two products, CCPulse+ and Contact Center Analyzer. These products use the same underlying data sources and backend data-processing services, but differ in their data delivery and presentation capabilities.

CCPulse+ is a desktop-level reporting application that provides both real-time and historical views of contact center operations via a Win32 graphical user interface. Designed to facilitate daily resource management tasks, CCPulse+ is an ideal tool for at-a-glance evaluation of present and past contact center performance and for efficient operational decision-making.

Contact Center Analyzer is an enterprise-class historical reporting solution featuring powerful report development tools, on-demand and scheduled report generation functions, and means of report delivery across the enterprise intranet. These advanced reporting capabilities are enabled by Crystal Reports, developed by SAP as part of their Business Intelligence Platform.

New Features in Release 8.0.x

Release 8.0.102

- Support for the configuration wizards is discontinued and the wizards are removed from the product CD.

- Updated CCPulse+ to release 8.0.2.

- Updated Contact Center Analyzer components to release 8.0.1.

CCPulse+ 8.0.2 has the following new feature:

- CCPulse+ release 8.0.200.14 and higher provides support for Windows 8.

Contact Center Analyzer 8.0.1 has the following new features:

- New environment support:
  - IBM AIX 7.1, 64-bit.
  - Red Hat Enterprise Linux 6.0, 32-bit and 64-bit.

- Support for SAP Crystal Reports 2011, 2013 from the SAP Business Intelligence Platform instead of Hyperion Interactive Reporting.

Release 8.0.1

CCPulse+ 8.0.1 has the following new features:

- CCPulse+ release 8.0.000.51 Build 3 and higher provides support for Microsoft Windows 2008.

- The ability to hide both basic and custom statistics.

- The ability for CCPulse+ administrators to prevent users from creating and displaying agent statistics.

- The `GraphTitleFontSize`, `GraphBkColor`, and `GraphAxisFontSize` CCPulse+ configuration settings have been removed from the registry and can now be edited *only* by using the `Settings` menu option under the `Tools` menu of the CCPulse+ interface.

- New formatting option in the CCPulse+ application object that allows CCPulse+ users to define how CCPulse+ objects are displayed in the workspace, in all views, and in the Extended Current Status pane by using a format string.

- Support for IPv6 for all IP connections for CCPulse+.

- Support for the following Genesys Security features:
  - Genesys Transport Layer Security (TLS)—enables the secure data exchange among components.
  - Client-side Port Definition—enables users to control client-side connection parameters to meet external firewall settings.
  - Inactivity Timeout—requires users to log back into the CCPulse+ interface after a period of inactivity, such as no keyboard or mouse input.

Contact Center Analyzer 7.6.1 has the following new features:

- New environment support:
  - Red Hat Enterprise Linux 5.
  - Data Modeling Assistant release 7.6.000.06 Build 3 and higher provides support for Microsoft Windows 2008.

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CCPulse+ 8.0 has the following new features:

- New environment support, notably Microsoft Vista and Microsoft Windows 7 support.

- Capability to reflect enterprise security messaging requirements, including display of Radius or LDAP meta messages to users on successful and unsuccessful login, and display of an enterprise-provided security banner on login.

- Enhanced usability with:
  - Keyboard shortcuts documented in online help.
  - Column widths optimized to display the label and still fit into the window space.
  - Alphabetic sorting by default.
  - "n/a" rows sorted at the bottom (ascending order) or top (descending order) when sorting is done on a column with numeric values.

- Administration of CCPulse+ by Genesys Administrator.

Contact Center Analyzer 7.6 has the following new features:

- Delivers new environment support to work with the rest of the Genesys suite. Refer to the *Genesys Supported Operating Environment Reference Manual* for the complete list.

Directories on This CD

ccpulse
Contains CCPulse+ application files for installation.

data_mart
Contains Data Mart application files for installation. A separate subfolder is available for each operating system that supports the application.

data_sourcer
Contains Data Sourcer application files for installation. A separate subfolder is available for each operating system that supports the application.

dma
Contains Data Modeling Assistant application files for installation.

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

templates
Contains the application templates used for installation.

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 Customer Care 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 *Reporting* 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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