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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Interaction Concentrator is a Genesys product that collects and stores detailed data from various sources in a contact center empowered with Genesys software. Downstream reporting systems can access Interaction Concentrator data in near-real time.

Operating on top of Genesys Framework, the Interaction Concentrator product consists of a server application called Interaction Concentrator (or ICON) and a database called Interaction Database (or IDB). The server receives data from the data sources such as Configuration Server, T-Server, Outbound Contact Server, and Interaction Server and, through Genesys DB Server, stores these data into IDB.

New Features in Release 8.0.x

ICON 8.0.0 contains these new features:

- Supports the configuration in which one ICON instance is able to create and maintain connections to multiple Network T-Servers working with the same switch in load-balancing mode.
- Reliably indicates whether the endpoint associated with a party is an IVR device.
- Properly handles user data that is updated by a routing strategy or an agent after the party's association with the interaction has been terminated (for example, the call was transferred).
- If a virtual queue is involved in routing an interaction, stores the DBID of the virtual queue in the G_ROUTE_RESULT table in IDB.
- Enables downstream reporting applications to identify when data was not available and to evaluate the reliability of available data provided by T-Server, Interaction Server, Outbound Contact Server, and Configuration Server.
- Provides a mechanism for downstream reporting applications, such as Genesys Info Mart, to support High Availability for all types of data, including multimedia and Outbound Contact Solution data, when one of a pair of ICON instances fails.
- For deployments that use T-Server release 8.0 for the Alcatel A4400/OXE switch, provides sufficient information at the call and party level for downstream reporting applications to reliably determine which party released the call.

Directories on This CD

documentation

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

icon

Contains the ICON application files for installation.

templates

Contains the application templates used for installation.

Documentation

Product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped 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](#).

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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 Technical Support Guide](#). Please tell the Technical Support representative that you are an Interaction Concentrator 8.0 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 Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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- [Genesys Supported Operating Environment Reference Manual](#)

- [Genesys Supported Media Interfaces Reference Manual](#)

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