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About This Software

This CD contains a General release of Interaction Concentrator.

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 8.1.x

Some of the primary new features added in release 8.1.4 are:

Capture of changes to configuration options that are located on the **Annex** tab—These changes are related to Genesys Interactive Insights access roles for certain configuration objects.

Recognition and collection of data associated with the out-of-signaling-path feature of SIP Server—ICON stores records that track multi-site ISCC interactions within a call in the order they were initially added by SIP Server.

Support for recognition of multi-site ISCC transfers for which ICON receives information after call deletion.

Support for unresponsive process detection.

Security enhancements—Support for database encryption and hiding of TEvent attached data in logs. For details on this functionality and how to configure it, see the [Genesys 8.1 Security Deployment Guide](#).

Adjust SQL script file names to enable automated upgrade of IDB.

New supported platform—Windows Server 2012 64-bit native.

New supported databases—Oracle 12c and 12c RAC and Microsoft SQL Server

2012.

Some of the primary new features added in release 8.1.2 are:

Support for IDB installed on PostgreSQL 9.1.

Support for dynamic updates of T-Server host and port information. This applies to any T-Server listed on the Interaction Concentrator `Connections` tab.

Support for client-side port definition. For details on this functionality and how to configure it, see the [Genesys 8.1 Security Deployment Guide](#).

Support for purge of the persistent queue (PQ) file at ICON startup. Includes the option to set the maximum PQ file size after which purging is automatically triggered.

Support for additional operating systems – Windows Server 2008 64-bit native and Red Hat Enterprise Linux 6.0 64-bit native.

Some of the primary new features added in release 8.1.1 are:

Support for a restricted release of SIP Cluster – For information on Genesys SIP Cluster technology, contact your Genesys representative.

Improved purging for Oracle databases with partitioning – Enables efficient purging of IDB by truncating entire partitions.

Support for TLS & TLS FIPS – For enhanced data security.

Support for additional operating systems – IBM AIX 7.1 64-bit and Red Hat Enterprise Linux 5 64-bit native.

Some of the primary new features added in release 8.1.0 are:

Capability of a single ICON-IDB set to handle data from IVR Servers in load-balancing mode – Previously, if IVR Servers were configured in load-balancing mode, you were required to have a separate instance of ICON for each IVR Server.

Support for a new ICON role: `Irm` – The new role is introduced specifically for use with License Reporting Manager (LRM). It enables you to capture specific data that is necessary for LRM reporting purposes.

Capability to capture the outbound number dialed – The algorithm that ICON uses to extract and calculate the outbound numbers that were dialed has been improved.

URS now provides a timestamp for each Virtual Queue message that it distributes – In previous releases, the timestamp for Virtual Queue events was provided by T-Server. This functionality requires URS release 8.1.100.08 or higher.

Capability to capture VQ identifiers (IDs) associated with routing points – Interaction Concentrator supports reporting on the VQ IDs that are associated with a routing point when an interaction is either distributed to the target by a URS strategy or is abandoned on a routing point. This functionality requires URS release 8.1 or higher.

Support for Oracle 11g – The support includes Real Application Clusters (RAC) in Transparent Application Failover (TAF) mode.

Support for TCP/IP v6.

Directories on This CD

documentation

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

icon

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

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

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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 Customer Care Program Guide](#). Please tell the Customer Care representative that you are an Interaction Concentrator 8.1 customer.

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](#)

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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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