Genesys 7
Framework

GENESYS
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Real-Time Metrics Engine

Version 7.6

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About This Software

For Genesys 7.6, the Real-Time Metrics Engine CD contains Stat Server 7.6. Stat Server tracks information about customer interaction networks (contact center, enterprise-wide, or multi-enterprise telephony, and computer networks). Stat Server is a component, which when applied tracks voice and multimedia interactions, agent and person workload, group performance, directory numbers (DN) usage, and converts such data into a variety of statistics. This allows organizations to maximize the efficiency and flexibility of customer interaction networks.

New Features in Release 7.6

The 7.6.1 release of Real-Time Metrics Engine includes the following:

- Support for the routing of multiple, simultaneous interactions to multimedia DNs that are controlled by a Session Initiation Protocol (SIP) Server.
- Controlled logging of key-value list information and predefined log events.
- Measurement of agent login and logout activity on different media channels.
- Support for Stat Server operation on DB2 9.1 RDBMSs.
- The Distinguish-By-Conn-ID qualifier has been extended to apply to statistics having the `TotalTime` statistical category.
- Stat Server now treats `AgentLogin`, `AgentActive`, `AgentReady`, `DNLogin`, `DNActive`, and `DNReady` actions as regular, durable actions.

The 7.6.0 release of Real-Time Metrics Engine includes the following:

- Ability to store multimedia data in the Stat Server database.
- Ability to set thresholds determining when Stat Server should log warning messages about excessive memory use.
- Better control over logging the validity of statistics.
- Consistent multi-site call transfer support for virtual queues, independent of T-Server configuration.
- Better performance, especially in environments with large numbers of virtual agent groups.
- Higher reliability while working with the Stat Server database—data is discarded only if Stat Server first successfully commits the corresponding transaction.

- Enhanced filtering capabilities.
- Improved computation of time-sensitive statistics.

Directories on This CD

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

statserver
Contains the installation files for the software.

configuration_wizard
Contains the Stat Server Wizard.

templates
Contains the application configuration templates.

configuration_wizard_capacity
Contains the Resource Capacity Wizard.

Documentation

The Stat Server 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](#).

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 a Stat Server 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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licensing section of the *Genesys 7 Migration Guide*.

Configuration Support

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

- *Genesys Supported Operating Systems and Databases Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

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