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About This Software

For Genesys 8.1, the Real-Time Metrics Engine CD contains Stat Server 8.1.

Stat Server tracks information about customer interaction networks (contact center, enterprise-wide, multi-enterprise telephony, and computer networks). Stat Server tracks voice and multimedia interactions, agent and person workload, group performance, and directory numbers (DN) usage and converts such data into a variety of statistics. This enables organizations to maximize the efficiency and flexibility of customer interaction networks.

New Features in Release 8.1.x

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

- Stat Server supports Java Development Kit (JDK) version 1.7.
- An improved Agent-Place model that handles agents and places independently to provide greater scalability.

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

- Selective ability to hide third-party data in log output via the setting of configuration options in the log-filter-data section.
- TCP/IP connection to Configuration Server via client-side port definition.
- Support for using TCP/IP v6 in relaying packets of information across network boundaries to and from the Management Layer.
- Suppression of the logging of all interactions in a queue upon administrator's option.
- Estimates of wait time in virtual queue for single media with consideration of agent capacity in multimedia (other-than-voice) environments.
- Unresponsive process detection support.
- Option to report time in reason code with the CurrentStateReasons category.
- Periodic logging of number of open statistics in the standard log level.

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 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](#).

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.

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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 Care Program Guide](#). Please tell the Customer Care representative that you are a Real-Time Metrics Engine 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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This product includes software developed by the Boost Project (www.boost.org).

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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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