

About This Software

Contact Center Advisor and Workforce Option are Web-based products:

- Contact Center Advisor—Enables the proactive management of contact center issues by consolidating information from disparate data sources, correlating events and determining relationships between them, identifying the root causes of an event, and communicating issues directly to appropriate management for immediate action.
- Workforce Option —Consolidates data from multiple switches, workforce management systems and other infrastructure components in order to monitor agent schedule adherence, correlating actual staffing levels to those forecasted, identifying unusual activity or discrepancies via an advanced rules engine, and communicating events immediately and directly to appropriate management and front line personnel.

Call data sources currently used, include Genesys Stat Server and Cisco TDM. Workforce data sources include Genesys Workforce Management, Aspect eWFM, and Totalview IEX.

Supported languages:

- English
- German

Installation requires these revisions of this third-party software:

- Microsoft SQL Server 2005 Enterprise Edition
- Java developers kit (jdk) 1_6_18
- Internet Explorer 6 or 7
- Adobe Acrobat Reader 8.0 +

To install Contact Center Advisor and Workforce Option you must:

1. Create a Contact Center Advisor and Workforce Option (EA) database with the supplied script.
2. Run the Platform installer.
For Contact Center Advisor and Workforce Option 3.3, install Informiam Platform 3.3.
3. Run the Contact Center Advisor and Workforce Option (EA) installer.

Note: For a Genesys data source, you must install Informiam Genesys Adapter 3.3.

Contact Center Advisor and Workforce Option 3.3

The following enhancements are included:

Description	Ref. #	Software
Live Charts: Applications pane	6691	Contact Center Advisor
Admin Metrics: choose which metrics are available in the column chooser	8479	Administration
Admin: display or hide the Skill Group Contact Center column in the Skill Groups pane	8516	Contact Center Advisor
Support 256 character fields in the database for first name, Last name, User name, e-mail Address	8103	Contact Center Advisor
If updating the relationships fails, XMLGen shall re-try immediately rather than the following night.	7853	Contact Center Advisor
Admin: Rollups page: validate that Include in Rollup must have an application group selected.	8190	Administration
Admin: Rollups page: Because of paging extend the search to include the name, application group, reporting region, and operating unit in each row and remove the Edit All Pages functionality. In addition, In the multiple edits dialog, add two new options to the Application Group, Reporting Region, and Operating Unit drop downs. The first option in the list is No Change, this indicates to the user what is not being updated for the selected items. The second option in the list is Unmap. When saving Multiple Edits, validate that if Include in Rollup is Yes, an Application Group must be selected.	8186	Administration
Admin: Rollups page: Edit Application dialog: prevent users from mixing skill groups and applications from different external systems.	8300	Administration
CCA Dashboard: Data Source Connectivity Indicator	8441	Contact Center Advisor
CCA/WO Dashboards: Display dashes for metrics that cannot be configured by a data source.	1036	Contact Center Advisor/Workforce Option
Metrics: ability to set service-level thresholds for each queue	8323	Administration
Metrics: removed weighting from Actual SL%, Actual AHT, and Actual ASA.	8513	Workforce Option
Metrics: Implement missing metrics enhanced for Genesys (Outbound and ExpDelay)	8285	Contact Center Advisor
Metrics: To be consistent with the Cisco version of Talking, include 109 ("CallOutbound"), 105 ("CallConsult"), and 108 ("CallInternal") in the Genesys calculation of talking.	8550	Contact Center Advisor/Workforce Option
Produce a separate Advisor Platform CD	8203	
Installation: Do not store or hard code IP addresses.	8200	
Upgrade to Java software development kit (SDK) 1.6	7976	Contact Center Advisor/Workforce Option

Upgrade to Apache Geronimo/Tomcat to 2.1.3	7708	Contact Center Advisor/Workforce Option
Installation: Ability to do a silent install	8509	
Ability to test connectivity of StatServer/Config Server/databases during the installation	8508	

The following fixes are included:

Description	Ref #	Software
Splitter control is lost when taken to the extreme corner.	1112	Contact Center Advisor
Functionality associated with the 'Pausing the Application' message does not work.	1149	Contact Center Advisor
Change the default zoom window size and position on the graphing window.	1166	Contact Center Advisor
The graph should track new data when the graph zoom is at the extreme right.	1167	Contact Center Advisor
Last Updated Date/Time stamp is not displayed if multiple browser windows are open.	1173	Workforce Option
Applications metric handled threshold value display doesn't match with Alert Management.	1169	Alert Management

Notes:

- When the Advisor's authentication system is delegated to an LDAP server, it is a prudent system policy to delete the user from the Advisor's administration component after the user is removed from LDAP. Note: A removed user will **not** be able to gain access to the system, but the permissions assigned to the original user would be inherited by the new one that shares the same user name.
- The installer that runs last on a specific database overwrites the configuration changes of the prior ones. If the database is configured and the installer must be re-run, ensure that the LDAP settings are the same. All nodes in the cluster must be configured properly (that is, do not skip LDAP for non-authenticating nodes).
- Multi-tenancy is not supported; consequently, Stat Server must be configured to have access to all tenants in the system.
- A file from Aspect eWFM can now contain data from more than one day. In this case, Workforce Option will no longer report a duplicate time period. However, it also means that if the START_TIME specifies a day that is not today, Workforce Option will now ignore the metrics in that line. (CAWU-2901)
- If a customer has both Cisco and Genesys data source, it is recommended that the administrator add the data source name to the display names of the TransOut, Queue, and LongQueue metric's as a reminder to users that these metrics do not include Genesys data. In the Skill Groups pane, the Totals and Averages row display values for both Cisco and Genesys data sources.
- If upgrading from 3.1.004, users must click Reset on the column chooser to remove the extra SL% metrics which are now configured in the Administration module on the

Genesys Administration SL Configuration page. It is recommended that the administrator add the SL% time interval to the descriptive name of the call types (queue) on the Administration Rollups page.

- The Informiam Browser is not backward compatible between versions 2.X browser and 3.X server.

on this CD

documentation

Contains the AdvisorReadMe.pdf file.

software

Contains the installation files for the software.

Documentation

Product documentation and the release note are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. 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 Contact Center Advisor and Workforce Option 3.3 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 7 Licensing Guide/

<http://genesyslab.com/support/dl/retrieve/default.asp?item=B6C52FB62DB42BB229B02755A1D12650&view=item> on the Technical Support website and the licensing section of the /Genesys 7 Migration Guide

<<http://genesyslab.com/support/dl/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>>.

Configuration Support

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

- ContactCenterAdvisor_and_WorkforceOption_InstallationGuide_3.3.pdf
- ContactCenterAdvisor_and_WorkforceOption_ReleaseNotes_3.3GA.pdf

Legal Notices

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties.

- Antlr 2.7.6, 2.7.5, 2.7.2 - This product includes ANTLR software library.
- DOM4J 1.6.1 - This product contains software written by Dom4J <http://www.dom4j.org>
- [Java Beans Activation Framework \(JAF\) 1.1](#) - Only distribute items defined in documentation as Redistributable (only activation.jar), see distributionREADME.txt plus license and copyright files.
- Javassist 3.6.ga, 3.4.ga - Javassist is distributed under terms of the Mozilla Public License 1.1
- JAXB 2.1, 2.1.10 - This product contains JaxB Reference Implementation distributed under terms of the Common Development and Distribution License
- JSR-250 - Java Common Annotations 1.0 - This product contains JSR 250 RI distributed under the Common Development and Distribution License
- FastInforset 1.2.2, 1.2.7 - This product includes software developed by freebxml.org (<http://www.freebxml.org>)
- Sun XML sjsxp 1.0.1 - This product contains SJSXP distributed under terms of the Common Distribution and Development License
- XPP3 1.1.3.4.O - This product includes software developed by the Indiana University Extreme! Lab (<http://www.extreme.indiana.edu>)
- This product includes software developed by the Apache Software Foundation (<http://www.apache.org>)
 - Ant 1.5.1, 1.5
 - commons-codec 1.2
 - commons-discovery 0.2
 - commons-primitives 1.0
 - ECS 1.4.2
 - Jakarta Regexp 1.3
 - ORO 2.0.7
 - Xalan-J 2.5.1
 - Xerces-J 2.2.6.2, 2.0.2
 - xml-apis 1.0.b2, 1.3.03
- This product includes software developed by the OpenSymphony Group (<http://www.opensymphony.com>):
 - Jdom 1.0
 - OSCache 2.4

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.