Genesys

Performance Management Advisors
Platform
International
Release 8.1

■ About This Software
■ Directories on This CD
■ Documentation
■ Technical Support
■ Legal Notices

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Supported Languages By Release	CSY	CHS	CHT	DEU	ENG	ESN	FRA	ITA	JPN	KOR	PTB	RUS
8.1.5				X	X							
8.1.4				X	X		X					
8.1.3				X	X							
8.1.2				X	X		X					
8.1.1				X	X							

About This Software

Each Advisor web-based application (such as Dashboards, Administration Module, and Workforce Web Service) requires the installation of the Advisors Platform. The Advisors Platform installs the following base services:

- Geronimo
- Base Web
- Navigation Service
- Mail-Delivery Service
- The data sources
- Cluster Manager

New Features in 8.1.x

The primary changes in release 8.1.5 are:

- The Frontline Advisor Administration component is embedded in the Advisors Administration component, consolidating administration of CCAdv, WA, and FA within one Administration module in the Advisors browser. To access the Frontline Advisor page in the Administration module, you must have access permissions to both Frontline Advisor Administration (FrontlineAdvisor.Administration.canView) and Advisors Administration (AdvisorsAdministration.canView).
- Performance Management Advisors format numbers that display on the dashboard modules based on the language you selected in the Advisors browser, regardless of the system setting for locale on the server. For

example, if you log in to the German-language Advisors browser, but the system setting for locale on the server is English, the numbers on your Advisors dashboard are formatted in the German style. Prior to Release 8.1.5, the number format depended on the locale setting on the server.

- After you install Workforce Advisor and the first synchronization of the contact groups log file occurs, the contactgroup_synchronization_log is created in the Advisors `conf` folder. A variable now sets the path and verbosity to the server_log4 properties of the Geronimo file.
- When you log out of the CCAdv, WA, or FA accessibility supervisor dashboard, the interface displays a login page. Your language preference is retained, and you can log in to the interface again using this login page. If you prefer to change the language setting, enter the URL in the address field of your browser with the new language option, and press `Enter`.
- Performance Management Advisors support Genesys Management Framework up to, and including, Release 8.1.2.
- Contact Center Advisor/Workforce Advisor now support interaction with Data Manager. Metadata previously stored in the Advisors Genesys Adapter configuration database is now found in the Platform database and Configuration Server.

The primary changes in release 8.1.4 are:

- Advisors Platform supports Release 8.1.4.
- Advisors Platform can connect to Oracle Real Application Clusters (RAC). RAC functions such as High Availability and failover are not supported.
- Starting in Release 8.1.401:
    - French is added as an option for language and country settings. English and German continue to be options.
    - Advisors Platform is compatible with Oracle Java 1.7.
    - Advisors Platform can use a Transport Layer Security (TLS) connection to Genesys Configuration Server.

The primary changes in release 8.1.3 are:

- A Metric Manager page is added to the Administration module. Metric Manager replaces the Metrics page. All CCAdv/WA metrics can be viewed in the Metric Manager, and the display attributes for all metrics can be updated. In Release 8.1.3, you can create custom application metrics using existing source metrics provided by Advisors Genesys Adapter and existing application metrics (you cannot create agent group or contact group metrics). The Metric Manager page displays only the metrics to which you have `Read` permission in the Configuration Server. To create new custom metrics, you must have access to all metrics.
- A new Genesys splash screen was implemented for the installer and login screens.

The primary changes in release 8.1.2 are:

- French is added as an option for language and country settings. English and German continue to be options.
- Support for role-based access control (RBAC)—Access to business objects, hierarchies and metrics is now controlled using roles and permissions that are created in Genesys Configuration Manager, and whose configuration is completed in the Advisors Administration module.
- Removal of Administrative Partitioning (replaced by functionality in RBAC)
- Further integration with Genesys Management Framework 8.1—Advisors business objects are created as business attributes in Genesys Configuration Manager and their configuration is completed in the Advisors Administration module.
- Support for Genesys Stat Server 8.1.
- Support for Flash 11.

The primary changes in release 8.1.1 are:

- New administrative user interface—This permits more flexible configuration.
- Support for Administrative Partitioning—A partition is a means by which Advisors objects can be grouped into business areas for the purposes of administration.
- Integration with Genesys Management Framework. User data now comes from and is authenticated by the Configuration Server.
- Support for MS SQL 2008.

The primary changes in release 8.1.0 are:

- Support for Oracle 11g databases
- Minor modifications and corrections only

Release 8.1.0 is restricted.

Directories on This CD

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

/platform/windows
Contains the installation files for the software.

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD 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 Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

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 an Advisors Platform 8.1 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 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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Advisors Platform uses the following third-party software:

- This product includes/uses software, Logging (http://jakarta.apache.org/commons/logging/)
- This product includes/uses software, QDox (http://qdox.codehaus.org)
- This product includes/uses software, Unnamed - ant:ant:jar:1.6.2
- This product includes/uses software, Unnamed - jmock:jmock:jar:1.0.0
- This product includes/uses software, Spring Framework: Beans (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/) License: The Apache Software License, Version 2.0 (http://www.apache.org/licenses/LICENSE-2.0.txt)
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- This product includes/uses software, Spring Framework: Web (http://www.springframework.org), developed by Spring Framework (http://www.springframework.org/)
  - Xbean - Spring
- This product includes software developed by the Apache Software Foundation (http://www.apache.org/). This product includes the ANTLR parsing library, developed by JGuru.com (http://www.antlr.org and http://www.jguru.com).
  - Struts
- This product includes software developed by Joda.org (http://www.joda.org/).
  - joda-time
- This product includes software developed by The Apache Software Foundation (http://www.apache.org/)
  - commons-digester
  - Xerces-J 2
  - ActiveMQ

- commons-httpclient
- commons-lang
- commons-logging
- commons-pool
- Quartz
- Jakarta Regexp
- commons-fileupload
- commons-beanutils
- commons-collections
- commons-logging
- EHCache
- Geronimo Spec - JMS
- commons-primitives
- ECS
- Xalan-J
- xml-apis
- Apache XBean
- commons-vfs
- xml-resolver
- Geronimo GShell
- SLF4J
- ORO
- OSCache
- ejb31-api
- Geronimo Tomcat 6 Minimal
- Tomcat
- JAXP Reference Implementation
- BCEL
- commons-codec
- This distribution does not include Clover (/lib/clover/clover.jar)
  - Spring AOP
  - Spring Aspects
  - Spring Beans
  - Spring Context
  - Spring Core
  - Spring JDBC
  - Spring JMS
  - Spring ORM
  - Spring Security
  - Spring Transaction
  - Spring Web
  - Spring Web MVC
  - Spring Web MVC - Struts
- This product contains SJSXP distributed under terms of the Common Distribution and Development License.
  - Sun XML sjsxp
- This product includes ANTLR software library.
  - Antlr 2
- This product includes software developed by the OpenSymphony Group (http://www.opensymphony.com/). OGNL is provided by the OGNL library package, which is open source software, written by Drew Davidson and Luke Blanshard. The original software is available from http://www.ognl.org/.
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Castor

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- Data compression support is provided by the JZLib library package, which is open source software, written by JCraft, and copyright by JCraft. The original software is available from http://www.jcraft.com/jzlib/
- Spring framework is provided by the Spring framework library package, which is open source software, written by Rod Johnson et al, and copyright by Springframework.org. The original software is available from http://www.springframework.org/
- This product contains SXC distributed under terms of the Common Distribution and Development License:
  - sxc-jaxb
  - sxc-runtime
- This product includes software from the JSR-250 - Java Common Annotations project (https://jsr250.dev.java.net).
  - JSR-250 - Java Common Annotations
- This product includes software from the Javax Transaction project (http://java.sun.com/products/jta).
  - Javax Transaction
- This product includes software from the Java Mail project (http://java.sun.com/products/javamail).
  - Java Mail
- This product includes software from the Javax Persistence API 1.0 project (http://download.java.net/maven/1/javax.persistence/jars/).
  - Javax Persistence API
- This product includes DOM4J developed by the DOM4J project (http://www.dom4j.org).
  - DOM4J
- This product includes software developed by the Indiana University Extreme! Lab (http://www.extreme.indiana.edu)
  - xpp3
- This product contains software developed from the JAXB project (https://jaxb.dev.java.net/).
  - JAXB
- This product includes software from the Restlet project (http://www.restlet.org).
  - Restlet
- This product is based in part on the work of the Independent JPEG Group.
  - XULRunner

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[Return to Top](#)

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