Interaction Concentrator Deployment Guide

ICON Deployment Guide

12/18/2025

ICON Deployment Guide

What is Interaction Concentrator?

Interaction Concentrator collects and stores detailed data from various sources (such as T-Server, Interaction Server, and Configuration Server) in a contact center that is empowered with Genesys software. Downstream reporting systems can access Interaction Concentrator data in near real time.

This guide includes the following information:

Features and Functionality

Overview information about architecture, components, and other concepts for ICON.

Features and Functionality—A survey of what Interaction Concentrator does.

Components and Their Functions—Introduces the ICON Server and IDB.

Planning Your Deployment

Prerequisites and Considerations lists compatible Genesys components, prerequisites, and deployment considerations.

This section also includes information about supported deployment scenarios and the `role` option.

Configuring and Installing

Deploying Interaction Concentrator includes deployment instructions, additional configuration needed for various types of deployments (such as multimedia, Outbound, and LRM), and references to the relevant configuration options.

Additional Information

Troubleshooting

Starting and Stopping

Attached Data Samples—Attached Data Specification File and Sample Script for Custom Attached Data