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Interaction Concentrator Deployment Guide

Special Configuration Requirements

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Special Configuration Requirements

This section describes how to configure the Interaction Concentrator (ICON) Application object and other applications in the Genesys Configuration Layer in order to make various kinds of data available in the Interaction Database (IDB).

The following topics provide detailed instructions for storing the various sorts of data you might require:

- Configuring for Voice Data
- Configuring for Multimedia Data
- Configuring for Attached Data
- Configuring for Virtual Queue Data
- Configuring for Agent State and Login Data
- Configuring for Outbound Contact Data
- Configuring for LRM Data
- Configuring a Partitioned Oracle IDB
- Configuring for High Availability
- Configuring for Multi-Language Support