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Interaction Concentrator Deployment Guide

ICON Deployment Guide

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What is Interaction Concentrator?

Genesys 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 of ICON architecture, components, and features.

Features and Functionality

New Features and Modifications in 8.1.5

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

Configuring and Installing includes deployment instructions.

Special Configuration Requirements provides additional configuration needed for various types of deployments (such as multimedia, Outbound, and LRM)

ICON configuration options.

Special Appendixes

Appendix: Log Events, which contains all log events created or updated in 8.1.5 releases.

Appendix: Migration Procedures, which documents the procedure for migrating to 8.1.5 releases.

Additional Information

[Troubleshooting](#)

[Starting and Stopping](#)

[Attached Data Samples—Attached Data
Specification File and Sample Script for
Custom Attached Data](#)