Performance Management Advisors Migration Guide

Additional Documentation Resources

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Additional Documentation Resources

The following resources provide additional information that is relevant to the Genesys Pulse Advisors software. Consult these additional resources as necessary.

> ### Important
>
> Starting with release 9.0.0, the name of the Performance Management Advisors family of products changes to Pulse Advisors. The following resources are identified with the Pulse Advisors product name where the resources continue to be available, but older resources that were discontinued before the product name change retain "Performance Management Advisors" in the document title.

- *Pulse Advisors Deployment Guide* describes how to install and configure all Advisors components.

- *Performance Management Advisors Contact Center Advisor – Mobile Edition Deployment Guide* describes how to install and configure Contact Center Advisor – Mobile Edition (CCAdv-ME).
  Starting with release 8.1.5, there is no longer a standalone installation file for deploying CCAdv–ME; it is an option on the CCAdv installer. Information in the *Performance Management Advisors Contact Center Advisor – Mobile Edition Deployment Guide* was moved to the *Performance Management Advisors Deployment Guide*.

  Starting with release 8.5.2, CCAdv–ME is no longer supported.

  Starting with release 9.0, Pulse Advisors introduces a mobile-friendly dashboard view for Frontline Advisor, Contact Center Advisor, and Workforce Advisor. The mobile-friendly dashboard views are described in the Pulse Advisors *Frontline Advisor Help* and the *Contact Center Advisor and Workforce Advisor Help*.

- *Pulse Advisors Contact Center Advisor & Workforce Advisor Administrator User's Guide* describes how to perform administration functions for Contact Center Advisor and Workforce Advisor.

- *Pulse Advisors Frontline Advisor Administration User's Guide* describes how to perform administration functions for Frontline Advisor.

- *Performance Management Advisors Cisco Adapter Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your Advisors Cisco Adapter software.
  Support for Cisco data sources was discontinued starting with release 8.5.2; the Release Note has been discontinued.

- *Pulse Advisors Platform Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your Advisors Platform software.

- *Pulse Advisors Contact Center Advisor & Workforce Advisor Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your CCAdv/WA software.

- *Pulse Advisors Frontline Advisor Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your FA software.
  Formerly the *Frontline Advisor and Agent Advisor Release Note*. Agent Advisor was discontinued starting with release 8.5.2.

- *Pulse Advisors Genesys Adapter Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your Advisors Genesys Adapter software.

- *Performance Management Advisors Contact Center Advisor - Mobile Edition Release Note* provides release-specific information about new features, as well as corrections, modifications, known issues, and recommendations for your Contact Center Advisor – Mobile Edition software. Also see client-specific Release Notes for CCAdv-ME:

  - *Performance Management Advisors Contact Center Advisor - Mobile Edition Android Client Release Note*

  - *Performance Management Advisors Contact Center Advisor - Mobile Edition Blackberry Client Release Note*

  - *Performance Management Advisors Contact Center Advisor - Mobile Edition iOS Client Release Note*

    Starting with release 8.5.2, CCAdv–ME is no longer supported. The Mobile Edition Release Notes have been discontinued.

- *Pulse Advisors Platform Product Alert* provides important information that applies to the Advisors Platform.

- *Performance Management Advisors Cisco Adapter Release Advisory* provides important information that applies to the Cisco Adapter product.
    Support for Cisco data sources was discontinued starting with release 8.5.2; the Release Advisory has been discontinued.

- *Pulse Advisors Genesys Adapter Product Alert* provides important information that applies to the Genesys Adapter product.

- *Pulse Advisors Frontline Advisor Product Alert* provides important information that applies to the Frontline Advisor product.
    Formerly the *Frontline Advisor & Agent Advisor Release Advisory*. Agent Advisor was discontinued starting with release 8.5.2.

- *Pulse Advisors Contact Center Advisor and Workforce Advisor Product Alert* provides important information that applies to the Contact Center Advisor/Workforce Advisor product.

- *Performance Management Advisors Contact Center Advisor - Mobile Edition Release Advisory* provides important information that applies to the Contact Center Advisor - Mobile Edition product.
    Starting with release 8.5.2, CCAdv–ME is no longer supported; the Release Advisory has been discontinued.