Performance Management Advisors Migration Guide

Advisors Migration Overview

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This document describes migration of the Advisors components from earlier releases (beginning with release 3.3) to release 8.x.

Genesys Pulse Advisors is the following family of products:

- Contact Center Advisor (CCAdv)

- Workforce Advisor (WA)

- Frontline Advisor (FA)

- Agent Advisor (AA)—Available only for Advisors releases prior to release 8.5.2. Discontinued starting with Advisors release 8.5.2.

- Advisors Genesys Adapter (AGA)

- Advisors Cisco Adapter (ACA)—Available only for Advisors releases prior to release 8.5.2. Support for Cisco data sources is discontinued starting with Advisors release 8.5.2.

You must install Advisors Platform to use the Advisors products. For more information about required and optional components, see Advisors Applications and Adapters.