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Gplus Adapter for Siebel CRM Deployment Guide

Common Changes

4/26/2024

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Supplements or replaces information currently in the Gplus Adapter for Siebel CRM 8.0 Deployment Guide and the Supplement to Gplus Adapter for Siebel CRM 8.0 Deployment Guide.

Multiple chapters, Siebel IP 2017 and higher support

In this release, Siebel IP 2017 and higher are supported. For a detailed list of procedure changes and additions, see Siebel IP 2017 through IP 2021 support.

Chapter 3, Deploying the Communication Server

Planning > Deployment Scenarios

This section clarifies Scenario 3 on page 48/49 of the Gplus Adapter for Siebel CRM 8.0 Deployment Guide PDF.

1. Create a Configuration Layer application (or 2, for primary and backup) that corresponds to a dedicated host for running Genesys Communication Server.
2. Install the Gplus Communication Server for Siebel CRM component on that dedicated host. You can remove or ignore the “driver” folder with the Gplus Communication Driver files.
3. Create a temporary Configuration Layer application that points to any host running the same operating system as the Siebel host runs. It can be the Siebel host or a dedicated one.
4. Install the Gplus Communication Server for Siebel CRM component on that host.
5. Copy or move files from the “driver” folder to the appropriate place under Siebel server directory structure (See the *Installing the Communications Server* section on page 63 of the 8.0 PDF; in particular, see Step 4).
6. Remove or ignore the temporary installation and Configuration Layer application that you created in Step 3.

Setting the Genesys Configuration Options for the Communication Server

This section falls under section: Setting the Genesys Configuration Options for the Communication Server > Configuring Genesys on page 57 of the Gplus Adapter for Siebel CRM 8.0 Deployment Guide PDF.

See Selective Protection of Sensitive Data in Logs for details.

Chapter 6, Deploying the Voice Component, QueryAddress

Table 28: The Basic Voice Feature Device Commands/QueryAddress

The following QueryAddress section of the table is duplicated from page 330, per the 8.0 Deployment Guide, but includes an updated QueryAddress device command paragraph at the end of the QueryAddress table section.

QueryAddress			
Description	Sends a query to T-Server to return the information about the DN specified by the command parameters, ThisDN and ACDQueue . If the ThisDN parameter is not defined in the configuration, the default configured DN is used instead. The type of information requested is defined by the command parameters, AddressType and AddressInfoType .		
stringParam	Not Used		
datasetParam	ThisDN	Optional	T-Server inquires about the telephony object specified by the ThisDN parameter. If not present, the default configured DN (Teleset of type S) is used instead.
	ACDQueue	Optional	The list of ACD Queue numbers, separated by commas.
	AddressType (AddressType Position)	Optional	The type of telephony object in question. The default value is 2.
	AddressInfo Type	Optional	The type of the requested information. The default value is 17.
	Attribute Extensions	Optional	The Extensions attribute is sent with a request to T-Server as described in the following sections: "The AttributeExtensions Parameter" on page 243 and "Sending Extensions Attributes with String and/or Integer Value Types (Method 1)" on page 244. of the 8.0 Deployment Guide.
*The QueryAddress device command is used to synchronize the Adapter's state and the state of the agent on the switch/T-Server. This is almost an internal command and it is not recommended that you use it without a special suggestion from Genesys. The EventAddressInfo, which the Adapter receives from T-Server in response to the QueryAddress command, is processed internally and not populated in Siebel.			