

## Data Collectors - General

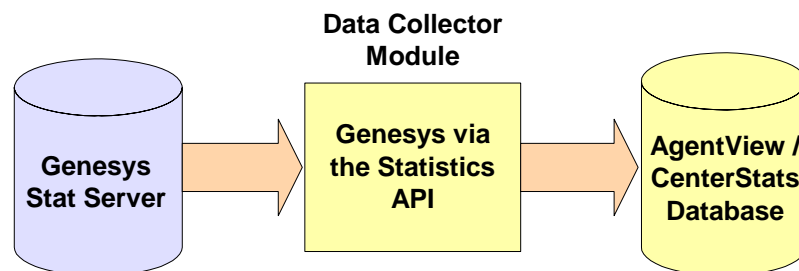
*OmniCollector™ is designed and built as a Windows NT Service. The OmniCollector service initiates individual thread collectors for each defined source. After the collector thread starts successfully, the database connector delivers the collection schedule. Each collector thread sets-up the collection of the objects based on those schedules. Depending on the type of schedule, some objects may be requested each cycle, while certain other objects are requested just once (active collection). In some instances, the data-sources can be programmed to deliver data periodically to collector threads (passive collection).*

*Once the objects are collected, they are parsed and packetized. Multiple OmniCollectors can be working simultaneously on different computers. OmniCollector setup involves installing standard out-of-the-box components and customized (installation specific) modules.*

*The database connector connects to the AgentView® Enterprise EPM database using the OLE-DB provider for ODBC (SQL Server). The connector queries the database to get setup and configuration information before starting the collection process.*

## Genesys Interface Server Connector

The Genesys connector consists of one independent connection ---- the Genesys Statistics SDK interface for the real-time data.



Centergistic products interface to the Genesys Interface Server (GIS) thru the Genesys Statistics Software Development Kit. The Statistics API communicates to other Genesys servers via the Genesys Interface Server (GIS).

The interface makes direct SOAP calls to the GIS to request real-time statistics and configuration information. Centergistic products make calls to logon to the GIS thru the Jakarta Tomcat XML interface. This allows direct access for Centergistic products to get real-time statistics and configuration information on available DNs, Agents, Queues and Groups.

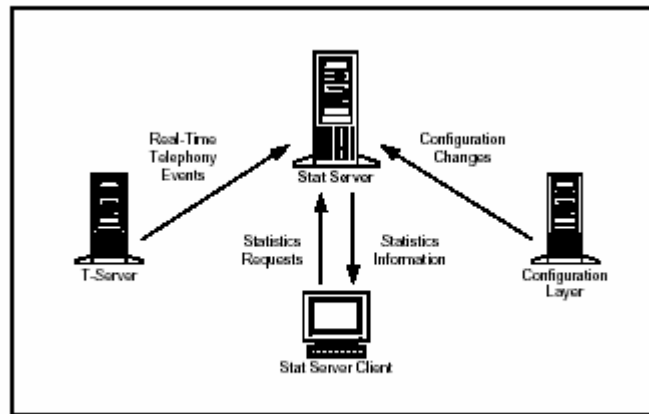


Figure 1: Stat Server Architecture

The table on the reverse side of this document provides the detail specifications for this interface.

**Genesys Real-time data interface Specifications**

|                                 |  |
|---------------------------------|--|
| Communication                   | TCP/IP   |
| Ports                           | Default Port: 8080.  |
| Protocol                        | SOAP & XML   |
| Service on AgentView EPM Server | Windows NT Service - The real-time interface will be a thread within the main Centergistic data collection (OmniCollector) service.  |
| Service on the Genesys platform | Genesys Interface Server - Centergistic will use the default Statconfig.cfg template file. The default Statconfig.cfg may be replaced by a customer specific configuration file. |
| Account                         | A Genesys user account.  |

*To learn more about Centergistic Solutions and our award winning AgentView family of products please contact us at*

**800 387 0264 USA**

**+1 714 935 9000 International**

*or visit us on the web at*

[www.centergistic.com](http://www.centergistic.com)