

Concourse Technical Specifications

The Concourse™ solution provides an end-to-end, flexible suite of collaboration tools designed for several types of interaction.

Security Implementation: Active Directory and/or LDAP; Single Sign-On; SSL; 256-bit AES encryption; HTTPS; Kerberos

Open-Source Platform Components: Customers appreciate the ability to reduce their software costs via Concourse's™ use of open-source technologies, including: Red Hat Linux, JBoss, MySQL, Apache, Adobe AIR and Flex, and UltraVNC. Of course, Concourse™ also supports common proprietary software, including Windows Server and SQL Server.

Application Front-End: The application front-end user experience is built using Adobe AIR.

Application Server Suite: JBoss 5.1.0.GA; GlassFish; WebLogic 9.x+

Database Servers: MySQL 5.1+; Microsoft SQL Server 2008

Client Operating Systems: Windows XP SP2+; Windows 7

Client Hardware Specifications: Pentium IV, 2.5 GHz or higher; 512 GB RAM or higher; 4 GB free hard disk space; Citrix or Windows Terminal Server environments depending on configuration

Server Operating System: RHEL-3, 4, 5; Windows Server 2003+; Sun-OS, HPUX; AIX

Server Hardware Specifications: IBM System x3850 M2 or equivalent; 8 GB RAM or higher, 80 GB free hard disk space

“We are very pleased with the results from Adaptive Engineering’s Concourse 3.™ Their approach to solving our business challenges was innovative and different, and they made the user experience first priority. The end result was an application that we could easily integrate into our existing environment and that our employees found easy to use.”

— Robert Strickland
Chief Information Officer (CIO), T-Mobile USA

Secure Communications: Concourse™ resides inside the corporate firewall. Messages are 256-bit encrypted and users are authenticated via LDAP/Active Directory, enabling enterprise single sign-on.

Attribute-Based, Rich Presence: Concourse™ enables messages to be routed based upon user attributes. For example, if a CSR needs information in order to answer a caller’s billing-related question, she sends a marble a billing expert that is online and ready to assist.

Group Chat: In Group Chat mode, Concourse™ enables a group or pod of users to view all messages submitted by other users, as well as the corresponding coach/SME responses, thus serving a dual role as a support and training tool.

Highly Configurable: Features in Concourse™ can be toggled on/off or restricted based on user attributes, roles, and status making it convenient for administrator to manage, gain meaningful insight into your business’s collaboration through next generation logging and reporting.

Minimal Footprint: Concourse’s™ provides a meaningful user experience that does not interfere with their business applications.

Alerts and Notifications: Authorized users or systems can broadcast alert messages such as regional system outages, special offers, and other urgent communications to a targeted group of recipients, complete with on-screen tickertape scrolling and customized fonts and colors to grab the agent’s attention.

Scoreboard: Rewards or other incentive systems are also enabled through Concourse™. Agents have easy access to their performance with real-time feedback.

Pod Based Training: Reduce training effort, room scheduling hassles and off-phone time with Concourse™ and get training right at the desktop. Trainers and business leaders can meet the dynamic demands of a corporate environment with real-time independent learning and feedback. Agent’s can take training during slack periods - from the convenience of their desk - without the need to book a training room or arrange for off-phone time.