GENESYS

Gplus Adapter for SAP
ICI Multi-Channel

Release 8.0

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About This Software

The 8.0 G*plus* Adapter for SAP Interaction Center Interface (ICI) Multi-Channel is a server application that provides integration between SAP Customer Relationship Management (CRM) and Genesys Framework, thereby enabling telephone and e-mail interactions in the customer's enterprise applications.

The 8.0 G*plus* Adapter for SAP ICI Multi-Channel solution includes the following component:

Media Routing Component - Enables the integration of SAP work items (`ActionItems` or `SAP E-Mail`) into the queuing and routing mechanisms of the connected contact center.

New Features in 8.0.x

This section describes new features introduced in the 8.0.210 release:

- The ability to control which workmodes are sent to SAP
- Support TLS 1.2
- Support for Windows Server 2016

This section describes new features introduced in the 8.0.2 release:

- Support for Genesys SIP Business Continuity (two data centers each with primary/backup SIP Servers) using the new Gplus SAP ICI Proxy component.
- Support for selecting channels and queues using the SAP dashboard
- Improved handling of personal callbacks
- Suppport for Red Hat Enterprise Linux 7

This section describes new features introduced in the 8.0.1 release:

- Support for three-way conference calling with voice
- Support for BroadSoft BroadWorks
- Support for assigning e-mail domains
- Improved multiline support of the agent presence status for the Nortel switch
- Support for the auto-answering of the following incoming interactions: voice, e-mail, chat, and openmedia
- Support for `cmsPing` messages
- Improved inactivity timeout sessions
- Support for the `OutboundReply` subtype for reply emails
- Support for Windows Hyper-V Server 2012
- Support for Red Hat Linux 6

This section describes new features introduced in the initial release of 8.0.0:

- Outbound Call Reschedule
- Capability to handle multiple other customer requests, such as chat and e-mail
- Agents can now handle up to six concurrent interactions, including mixed interactions, such as voice, chat, and e-mail
- Improved handling of Workmodes
- Improved logging support
- Support for Outbound Active Switch Matrix (ASM) mode
- Support for Outbound call results
- Support for Network Attended Transfer/Conference (NAT/C) transfer and consultation
- Support for load-balanced instances of large deployments
- Support for `ActionItem` routing, events, and controls for Genesys Intelligent Workload Distribution (iWD)
- Support for SAP v7.0 Enhanced Pack 1 (eHP1) (also known as v7.01)
- Support for SAP ICI v3.07
- Support for VMWare
- Support for Genesys WebChat with the SAP Chat User Interface (UI), including agent controls and transcript handling

Directories on This CD

documentation
Contains the versions.html file.

gplus_components
Contains the installation files for the software.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the Genesys Documentation website, and the Documentation Library DVD.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

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Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the *Genesys Care Support Guide for On-Premises* . Please tell the Customer Care representative that you are a Genesys G*plus* Adapter 8.0 for SAP ICI Multi-Channel customer.

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an

order. For complete information on obtaining licenses, refer to the *Genesys Licensing Guide* on the Genesys Documentation website and the licensing section of the *Genesys Migration Guide*.

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

- *Genesys Supported Operating Environment Reference Guide*
- *Genesys Supported Media Interfaces Reference Manual*

Legal Notices

Copyright

Trademarks

Third-Party Software

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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