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## About This Software

The 8.0 *Gplus* Media Routing for SAP is a component within the *Gplus* Adapter for SAP Interaction Center Interface (ICI) Multi-Channel. It 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 CD was updated for alignment with changes in *Gplus* Adapter for SAP ICI Multi-Channel 8.0.210
- Support for Windows Server 2016

This section describes new features introduced in the 8.0.2 release:

- Support for Red Hat Enterprise 7
- 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

This section describes new features introduced in the 8.0.1 release:

- Support for Red Hat Enterprise 6
- Support for Windows Server 2012
- 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 Windows Hyper-V Server 2012
- 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

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 Gplus 8.0 Media Routing for SAP.

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### **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\*](#)

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