GENESYS

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Gplus iWD Routing
for Siebel CRM

Release 8.0

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About This Software

G*plus* iWD Routing for Siebel CRM provides three feature groups for use with intelligent Workload Distribution (iWD):

1. The samples plus the documentation to submit workitems to iWD for routing to agents.
2. Integration with Genesys Interaction Server to support backend workitem integration with Siebel.
3. Agent Siebel desktop UI controls and events to support standardized interaction handling of Siebel workitems.

New Features in Release 8.0.x

This section describes new features introduced in the 8.0.310 release:

- Support for Siebel CRM IP2017 and Siebel CRM 2018. Use the content from the IP2014 folder for the deployment on Siebel CRM IP2017 or Siebel CRM 2018.

- Support for Windows Server 2016.

This section describes new features introduced in the 8.0.300 release:

- Support for Siebel version IP2016. Use the content from the IP2014 folder for the deployment on Siebel IP 2016.

This section describes new features introduced in the December 2015 CD update for the 8.0.2 release:

- The Adapter now supports Siebel versions 8.1.1.15/8.2.2.15 (IP2015) for both HI and Open UI modes.

- The Adapter is now supported for both customer premise installation with full documented functionality, and Genesys Cloud Enterprise Edition support with limited functionality.

This section describes new features introduced in the July 2015 CD update for the 8.0.2 release:

- The Adapter now supports Siebel versions 8.1.1.14/8.2.2.14 (IP2014) for both HI and Open UI modes.

- The Adapter now supports the following platforms:

  - Genesys Framework 8.5
  - Red Hat Enterprise Linux 6
  - Red Hat Enterprise Linux 7
  - AIX 7.1
  - Solaris 11

This section describes new features introduced in the June 2014 CD update for the 8.0.1 release:

- The adapter now supports Siebel 8.1.1 users with either Siebel High Interactivity (HI) or Open UI desktop browser interfaces.

This section describes new features introduced in the November 2012 CD update for the 8.0.1 release:

- No new features were introduced in this release.

This section describes new features introduced in release 8.0.0:

- Supports full G*plus* Siebel Adapter and options compatibility with Siebel 8.0 and 8.1, including both SIA (Siebel Industry Architecture) and SEA (Siebel Enterprise Architecture) implementations.

This section describes new features introduced in release 8.0 of the G*plus* iWD Routing for Siebel CRM component.

- Supports server functionality that provides the ability to submit requests to the Genesys iWD solution to control the interaction routing process from the Siebel side.
- Supports agent functionality that provides the ability to handle an interaction during an agent session.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

gplus_components
Contains the installation files for Genesys G*plus* iWD Routing for Siebel CRM.

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.

Technical Support

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 for Siebel CRM 8.0 customer.

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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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