ⴸ GENESYS™

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Gplus Adapter for Siebel CRM

Release 8.0

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About This Software

The 8.0 G*plus* Adapter for Siebel CRM solution consists of six components:

G*plus* Adapter for Siebel CRM Campaign Synchronization Component - Enables the centralized administration and management of outbound campaigns and associated calling lists with an integrated Siebel CRM and Genesys environment. The Campaign Synchronization Component provides real-time synchronization for campaign and calling lists from Siebel CRM to Genesys Outbound Contact.

G*plus* Communication Server for Siebel CRM - Reduces the risk of failure and provides the flexible deployment possibilities for a heterogeneous environment (platforms, operating systems).

G*plus* Adapter for Siebel CRM Configuration Synchronization Component - Provides the central configuration management and synchronization of agent data for the Genesys and Siebel integrated application environment. The Configuration Synchronization Component provides batch and real-time synchronization of the agent data.

G*plus* Adapter for Siebel CRM Multimedia Component - Provides the desktop interface and controls for agents to manage email, chat, and intelligent Workload Distribution (iWD) workitem interactions.

G*plus* Adapter for Siebel CRM Voice Component - Enables the integrated desktop management of inbound and outbound telephony interactions with Siebel CRM. The Voice Component provides telephony controls on the Siebel Communication toolbar, and leverages Genesys Framework and Genesys Universal Routing technology to manage the inbound and outbound flow of voice interactions.

G*plus* UCS Gateway Server for Siebel CRM Component - A back-end component used by the G*plus* Multimedia component to access the data stored in the Genesys Universal Contact Server.

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.

- Custom fields verification during campaign synchronization.

- Optimized search query while accessing Siebel business components.

- A new configuration Campaign Synchronization option, xml-dump-dir, to control additional logging of XML messages.

- Password synchronization from Siebel to Genesys.

- SIP Cluster support.

- Support UTF-8 encoding for the following components: Gplus Adapter for Siebel CRM Voice Component, Gplus Communication Server for Siebel CRM, Gplus Adapter for Siebel CRM Multimedia Component, and Gplus UCS Gateway Server for Siebel CRM.

- OpenJDK 8 and Oracle Java 8 Developer's Kit (JDK) support for Gplus UCS Gateway Server for Siebel CRM.

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.

- Support for Unresponsive Process Detection.

- Support for Campaign templates - G*plus* Adapter for Siebel CRM Campaign Synchronization Component.

- Support for sending a chat session transcript via a Siebel-side e-mail - G*plus* Adapter for Siebel CRM Multimedia Component.

- Support for SIP Preview Call - G*plus* Adapter for Siebel CRM Voice Component.

- Support for TLS (Transport Layer Security) in communications - G*plus* UCS Gateway Server for Siebel CRM.

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

In addition, the following new features are introduced for the following components:

G*plus* Adapter for Siebel CRM Campaign Synchronization Component

- Supports Multiple Phone Numbers by Phone Type.

G*plus* Adapter for Siebel CRM Multimedia Component

- Supports the Genesys webchat application with either a Genesys or Siebel chat User Interface.

G*plus* Adapter for Siebel CRM Voice Component

- Supports SIP Business Continuity.

G*plus* Adapter for Siebel Communication Server Component

- Supports Bidirectional-stream Over Synchronous HTTP (BOSH).
- Supports SIP Business Continuity.

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 August 2013 CD update for the 8.0.1 release:

- No new features were introduced in this release.

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

G*plus* Adapter for Siebel CRM Campaign Synchronization Component

- Support for the Siebel waves campaign management feature, which means that instead of mapping (synchronizing) the Siebel calling lists to the Genesys calling lists, the Siebel campaign waves are now mapped to the Genesys calling lists.
- Support for the synchronization of multiple parallel campaigns, including single or multiple-tenants.
- Improved synchronization algorithms to achieve better performance.

G*plus* UCS Gateway Server for Siebel CRM Component

- Support for the API (application programming interface) based on the PSDK (Platform SDK).

This section describes new features introduced in the initial release of 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.

G*plus* Communication Server for Siebel CRM

- Supports secure connection between the G*plus* Communication Driver and the G*plus* Communication Server.
- Supports secure connection between the G*plus* Communication Server and Configuration Server.
- Supports new asynchronous communication between the G*plus* Communication Driver and the G*plus* Communication Server. This feature significantly reduces the number of used network connections and simplifies deployment. ADDP configuration is no longer mandatory on top of the standard HTTP protocol.

G*plus* UCS Gateway Server for Siebel CRM Component

- Allows the option to start the Gplus UCS Gateway using Windows services.

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 the Genesys G*plus* Adapter for Siebel CRM components.

templates
Contains the application templates for the G*plus* Adapter 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.

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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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