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About This Software

Agent Scripting provides customized solutions to the agent desktop to guide an agent through each interaction by structuring, enriching, and optimizing agent conversation and workflow.

Genesys Agent Scripting sits in front of existing systems, hiding the complexity of business process to the agents by enabling sophisticated back-end procedure and data source access. Genesys Agent Scripting consists of a Web-based thin client agent runtime. It includes a call flow designer that allows users to create scripted call flows and interfaces to enterprise systems quickly and easily. This new functionality empowers supervisors with the flexibility to respond immediately to changing business requirements in their contact centers.

Genesys Agent Scripting is compatible with Genesys 8.1 and is an option for:

- Genesys Framework
- Enterprise and Network Routing
- Outbound Contact
- Genesys Agent Desktop
- Interaction Workspace

Additional information about this release is available in the Release Notes.

Features in Release 8.1

The key features and benefits of the 8.1.2 release of Genesys Agent Scripting include:

- Support for load balancing and failover.
- Support for Internet Explorer 10, 11.
- Support for Windows 8, 8.1, and Windows Server 2012.
- Support for Red Hat Linux 7 64-bit native.
- Support for Internet Information Services 8.0.
- Support for Tomcat 7.
- Support for HTTPS.
- Support for Workspace Desktop Edition 8.5.

The key features and benefits of the 8.1.1 release of Genesys Agent Scripting include:

- Rebranding to reflect Genesys' independent status.
- Support for Visio 2007 and 2010.
- Support for the Role privilege.
- Improvements to agent productivity for inbound and outbound interactions, including:

- Appropriate script launches automatically.
- Best practices screen flow reduces talk time and transfers.
- Automated updates to the back-end systems.

The key features and benefits of the 8.1.0 release of Genesys Agent Scripting include:

- Genesys Agent Scripting now integrates with Interaction Workspace, using the Interaction Workspace Plug-in for Genesys Agent Scripting.
- Genesys Agent Scripting has a look and feel that is compliant with the Genesys 8.x software suite.
- You can deploy for Interaction Workspace or Genesys Agent Desktop, on the Deployment Settings Tab of the Process Flow Assignment Rules dialog box.
- When a script that supports the Mark Done feature is running under Interaction Workspace, the Mark Done button can be hidden in the Interaction Window of Interaction Workspace.
- Opening a Genesys Agent Scripting 7.2 script with the Genesys Agent Scripting 8.1 Agent Scripting Editor automatically migrates it to 8.1.
- The new default Style sheet for scripts that you create in GAS 8.1 can also be applied to imported scripts.

Directories on This CD

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

agentScripting
Contains the software to be installed.

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.

Customer Care

Contacting

Genesys provides technical support to customers worldwide with 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 Technical Support representative that you are a Genesys Agent Scripting 8.1 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 Technical Support website in the following documents:

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

Legal Notices

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