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About This Software

Note: The Utopy suite of products is currently integrating into the Genesys product suite as Speech and Text Analytics. Documentation included on this DVD may still refer to Utopy until this integration is complete.

Speech and Text Analytics identifies critical business topics and events in recorded call-center conversations. Speech and Text Analytics listens to the interactions between customers and contact-center agents, identifies the topics that were discussed, and categorizes what took place within each interaction. These features enable managers to find calls that have specific characteristics or that deal with particular topics, to identify and listen to the parts of calls that interest them, and to keep track of a wide range of system metrics..

New Features in 8.1.x

The primary new features in release 8.1.0 are:

Language Support—Support for Italian and French was added to this release.

Category Manager—The SMART Category Manager is now available in the web interface, in the new Manage Categories page.

Exploration improvement— A new Explore button was added to the Search page. This option enables more granularity in the exploration process.

Topic Correlation report—The new Topic Correlation report provides information about the co-occurrence of Topics, enabling identification of cause and consequence patterns.

Search comparison— A new Compare option makes it possible to compare occurrences of Categories, Topics, and term clusters in two user-created searches.

Wildcards— A number of built-in wildcards and a general wildcard are now available for use in SMART Topic terms.

Escapes table— An Escapes table interface was added to SMART.

Index Optimization— A new Index Optimization task was introduced.

Operating system support—Support for Windows Server 2008 R2, 64-bit edition and Windows Server 2012. The SMART component can also be installed on Windows 7 and Windows 8 Professional editions.

Database support—Support for Microsoft SQL Server 2008 R2 with Reporting Services (SP1 and higher) and Microsoft SQL Server 2012 with Reporting Services.

Browser support—Support for Microsoft Internet Explorer 10.

New Features in 8.0.x

New languages—Utopy is now enabled to support Portuguese (Brazilian) and German languages.

Multiple-response questions—The Forms Manager of the Quality Management module now supports multiple-response questions. These are multiple-choice questions, for which the user can select more than one answer.

Operating system support—Utopy now supports Windows Server 2003 and Windows Server 2008, R2, 64-bit edition.

Database support—Utopy now supports Microsoft SQL Server 2005 with Reporting Services SP4 (9.0.5000) and Microsoft SQL Server 2008 R2 with Reporting Services SP1 (10.50.2500.0).

Browser support—Utopy now supports Microsoft Internet Explorer versions 8 and 9.

Directories on This DVD

Bin

Contains the files needed to operate the Utopy UPlatform.

Documentation

Contains the ReadMe file, the graphics for the ReadMe file, the HTML help files, and the product documentation.

FullInstaller

Contains the installation files for this software.

Reports

Contains files needed for the Utopy reports functionality.

SupportFiles

Contains the product support files.

Web

Contains the files needed for the Utopy web-based interface.

Documentation

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Product documentation is provided in the Documentation folder of this DVD.

Technical Support

Contacting

Genesys provides Customer Care to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support 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 Program Guide \(Formerly Titled: Technical Support Guide\)](#). Please tell the Customer Care representative that you are a Utopy 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, please contact your sales representative.

Supported Operating Environment Information

Information on supported hardware and third-party software is available in the Utopy Installation Guide, which is available in the Documentation folder of this DVD.

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