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About This Software

Genesys Voice Platform ASR Log Manager provides the support of the ARS Log Manager option consisting of ASR Log Manager, ASR Log Agent, and ASR Log Server. This option is available for those customers wanting to analyze their ASR logging records to a greater depth.

Depending on customer purchasing decisions, additional CDs, such as those for Speech Vendor or Dialogic HMP Software, may come with any shipment of GVP 7.6.

New Features in Release 7.6.0

No new features have been added in the 7.6.470 release.

No new features have been added in the 7.6.460 release.

No new features have been added in the 7.6.450 release.

No new features have been added in the 7.6.440 release.

No new features have been added in the 7.6.430 release.

No new features have been added in the 7.6.420 release.

No new features have been added in the 7.6.410 release.

The following new feature is included in the 7.6.400 release:

- System support for Nuance Recognizer 9.0.

Directories on This CD

documentation

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

solution_specific

Contains the installation files for the software.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

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In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support 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 Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a GVP ASR Log Manager 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

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 Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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- [Genesys Supported Operating Environments Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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Your Responsibility for Your System

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