Genesys

DVD

SIP Feature Server

Release 8.1

■**About This Software**

■**Directories on This DVD**

■**Documentation**

■**Technical Support**

■**Legal Notices**

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Genesys SIP Feature Server (formerly known as Genesys SIP Voicemail) integrates with Genesys SIP Server to provide a SIP-based voicemail and SIP feature manager for Genesys contact centers and enterprise environments. Callers leave voicemail messages, and users retrieve and manage those messages. Administrators manage users, devices, voicemail, and call disposition (the dial plan), and can monitor system usage and performance. A distributed architecture enables scalability and enhances performance.

Users access Genesys SIP Feature Server voicemail functionality using a SIP-based telephone or Web browser. Administrators configure Genesys SIP Feature Server using the Feature Server Web application and Genesys Administrator.

Users can:

- Listen to and manage voicemail.
- Leave voicemail for individuals or groups.
- Configure greetings and change password.
- Forward calls or set Do Not Disturb.

Administrators can:

- Assign devices and mailboxes to users.
- Set up a dial plan.
- Configure greetings and change password.
- Configure the Message Waiting Indicator (MWI).
- Administer mailboxes.

New Features in 8.1.x

Genesys SIP Feature Server 8.1.2 includes the following enhancements:

Features

- New web interfaces for administrators and users
- Call forwarding
- Do Not Disturb
- Enhanced Group voicemail associated with an Agent Group
- Dial plan customization
- Voicemail prompt enhancements to the Telephony User Interface (TUI): opt out

without leaving a message, optional disclaimer message, urgent delivery option disabled by default

Administration

- Bulk provisioning of DNs, user calling profiles, and mailboxes
- Association of users and DNs
- Environment monitoring

Architecture

- Distributed architecture
- SIP Cluster support (Note: SIP Cluster is a restricted release. Please contact product management for further details.)
- N+1 High Availability support
- Red Hat Enterprise Linux (RHEL) 6 support

Genesys SIP Voicemail 8.1.1 included the following features:

High Availability
Supported with **Solution HA**, where all components are co-located on two servers.

Pre-recorded prompts in many language options
English (US), English (UK), French, German, Spanish (Spain), Spanish (Latin America), Russian, Italian, Japanese, Portuguese (Brazil), Chinese (Mandarin). (Note that Nuance TTS is now removed from the product and no longer required).

Windows 2008 (64bit) support
(In addition to existing Red Hat Linux support)

Message Waiting Indicator status synchronization
Synchronization occurs after specific scenarios.

Genesys SIP Voicemail version 8.1.000.27 included the following features and updates:

Simplified Linux installation
You no longer need to set the enviornment variable GSIPVM_HOME when installing the SIP Voicemail server on Linux Red Hat Enterprise Linux (RHEL) 5.

Configurable RAM setting
During installation, you can now set the RAM size to a value appropriate to your hardware.

Simplified Complete Install tool
The complete install tool now automatically makes previously manual configuration changes.

The first release of Genesys SIP Voicemail, version 8.1.000.20, included the following features:

Accessing Personal Voicemail
Agents can access Genesys SIP Voicemail using a local desktop phone, a remote telephone outside the office, and a web browser.

Changing Personal Mailbox Options
Agents can change the name that callers hear before leaving a message, and the password that they use to access Genesys SIP Voicemail.

Creating and Deleting a Voice Mailbox
Administrators can create or delete the voice malibox for an agent.

Leaving a Voicemail Message
Callers can leave a message for Agents using a local desktop phone or a remote

telephone outside the office.

Managing a Personal Greeting
Agents can record an extended absence greeting, a personal greeting, and two alternative greetings.

Support for Multiple Languages
Genesys SIP Voicemail supports multiple languages.

System Platforms

- Red Hat Enterprise Linux 5 and higher, 64-bit

For a complete list of all databases and operating systems supported by Genesys, please refer to the *Genesys Supported Operating Environment Reference Guide*.

Directories on This DVD

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

linux
Contains the Linux-specific files for running Genesys SIP Feature Server.

windows
Contains the Windows-specific files for running Genesys SIP Feature Server.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the Customer Care website, the Genesys Documentation website, and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in Issues and Supported Components.

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 with support 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 Program Guide*. Please tell the Customer Care representative that you are a SIP Feature Server 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 documentation website in the following documents:

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

Legal Notices

Copyright

This DVD and all its contents © Copyright 2013, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your Genesys Care representative if you have any questions.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

81fs_10-2013_v8.1.205.00