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## About This Software

The IVR Interface Option architecture simplifies the integration of vendor-provided IVRs with the Genesys environment. Genesys IVR Interface Option has two components, the IVR Server and the IVR Driver.

The **IVR Server** is designed to:

- Provide a standardized interface between IVR drivers and other components in the Genesys Product suite. This standard interface allows the IVR driver to use a one-socket connection and one type of interface to communicate with and receive services from different Genesys software components.
- Allow communication with several T-Servers simultaneously. This makes it possible to create flexible solutions in contact centers with complex setups. For example, one IVR system can be shared by several subscribers (tenants).

The **IVR Driver** component integrates IVR vendor-specific hardware and software with the Genesys environment. This adds a set of functions or calls to the IVR user interface, which can be used for script generation and to integrate the vendor-provided IVR with the Genesys environment. All interactions between the IVR Driver and other IVR Interface Option components are based on the request-response architecture of the IVR Library and use a TCP/IP connection.

The major functions provided by the IVR Driver include:

- Telephony function support (such as transfer, conference, answer, and release).
- Call data manipulation (such as attach, update, and delete).

Each vendor-provided IVR needs one Genesys IVR Driver to operate in the Genesys environment. If you run vendor-provided IVRs of various manufacturers, each IVR must have a corresponding IVR Driver designed for that IVR.

This CD contains:

- IVR Driver for MPS and Peripherals.

- IVR Driver for WVR for AIX
- IVR Driver for Edify
- IVR Driver for Conversant

## New Features in Release 8.0.x

Release 8.0.0 includes the following features:

IVR Driver for MPS and Peripherals, IVR Driver for WVR for AIX and IVR Driver for Edify:

- Support for IVR Server in Hot Standby mode for high availability.

**Note:** Hot Standby mode and Load Balancing mode cannot operate together.

- Support for Genesys Transport Layer Security (TLS)—IVR Server and IVR Driver can optionally incorporate full security (SSL/TLS) between Genesys components.
- Client-side port definition—IVR Server and IVR Driver support client-side port definition, which enables a driver application to define the connection port that it will use to connect to the Configuration Server. If the driver application is located behind a firewall, that firewall may be configured with the known port that the driver application will be using.
- Stand-alone IVR Library—In previous releases, if IVR Library, which is packaged with IVR Driver, required a hot fix for a defect, a new IVR Driver was needed to obtain the fix. In release 8.0, a new IVR Driver is not required—the updated version of IVR Library is available independently.
- Support for Genesys Framework backup Configuration Server—If your framework implementation includes a backup Configuration Server, the driver can now be configured with its connection information, which it can then use if the primary configuration server is down.

IVR Driver for Conversant:

- Stand-alone IVR Library—In previous releases, if IVR Library, which is packaged with IVR Driver, required a hot fix for a defect, a new IVR Driver was needed to obtain the fix. In release 8.0, a new IVR Driver is not required—the updated version of IVR Library is available independently.

## Directories on This CD

### **documentation**

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

### **option\_specific**

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

### **templates**

Contains the application templates used for installation.

## Documentation

Product documentation 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](#).

[Return to Top](#) 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 IVR Driver 8.0 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:

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

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