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.

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).

IVR Driver is the component of Genesys IVR Interface Option that provides integration with IVR vendor-specific hardware and software. From the IVR user's viewpoint, this is an additional set of functions that appear on the IVR user interface. The functions are used for script generation, to integrate an IVR with the Genesys environment.

For the 8.0 release, a separate single software CD is available that includes all vendor-specific Genesys IVR Drivers.

New Features in Release 8.0.x

Release 8.0.0 includes the following features:

- Support for IVR Server in Hot Standby mode for high availability: In release 8.0, IVR Server supports Hot Standby mode for high availability for in-front, behind, and network modes.

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

- Support for Genesys Transport Layer Security (TLS): Release 8.0 of IVR Server

and IVR Driver incorporate full security (SSL/TLS) between Genesys components.

- Client-side port definition: Release 8.0 of 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
- Agent logout under IVR Server control in load-balanced configurations: In release 8.0, IVR Server supports the ability to have agents logged out via IVR Server only when the last remaining IVR Server of a LoadBalance group is asked to end.
- Support for new operating systems: In release 8.0, the following new operating systems are supported:
  - IBM AIX 32/64 bit version 6.1.
  - Microsoft Windows Server 2008.
  - HP-UX/PA 32/64bit version 11i v3.
  - Red Hat Enterprise Linux AS Edition on 32-bit Intel platforms, version 5.0.
  - IBM PowerVM virtualization platform.
  - VMWare Virtualization.
  - Sun xVM Server.
- Discontinued support for operating systems. In release 8.0, IVR Server no longer supports:
  - HP/UX 32 and 64 bit for version 11.00.
  - Microsoft Windows 2000 on 32-bit.
- Addition of XML UDataGetAll: In release 8.0, the user data interface has been extended to include data retrieval associated with all keys in a single request. Previously, only data retrieval from a single key was supported.

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.

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 Server 8.0 customer. For a list of the software versions that are on this CD, click here.

Licensing

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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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