Genesys

IVR Interface Option
IVR Driver
Release 8.1

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

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 WVR for AIX
- IVR Driver for MPS

New Features in 8.1.x

Release 8.1.0 includes the following features:

IVR Driver for WVR for AIX:

- Support for IPv6 connection to IVR Server.
- The ability to retrieve call information of type `UUID`.
- Optionally, call information type of `All`, may now be configured on IVR Server to also return `UUID`.

IVR Driver for MPS:

- Support for IPv6 connection to IVR Server.

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 is provided on the Technical Support website, the Genesys Documentation wiki, 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 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 Driver 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 Technical Support 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 Technical Support website in the following documents:

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

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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.

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