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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.

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

New Features in 8.5.x

Release 8.5.0 includes the following features:

- Support for Management Framework audit logging.
- Support for limited display of sensitive information: new options enable sensitive data in logs to be marked for post-processing by the user, such as deletion, replacement, or hiding. See the *Genesys Security Guide* for details.
- Support for graceful manual switchover using SCI and Genesys Administrator.
- Support for new operating systems. Refer to the [Genesys Supported Operating Environment Reference Guide](#) for details.

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 [Genesys Documentation website](#), and the Documentation Library DVD.

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 Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care 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 IVR Server 8.5 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 Customer Care website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [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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