Genesys

intelligent Workload Distribution

International

Release 8.1

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Supported Languages By Release	CHS	CHT	CSY	DEU	ENU	ESN	FRA	ITA	JPN	KOR	PTB	RUS	TRK
8.1.1	X			X	X	X	X				X		
8.1.0	X			X	X	X	X	X	X	X	X		

About This Software

This CD contains intelligent Workload Distribution (iWD) Manager, iWD Node, iWD Data Mart, iWD Stat Extensions, and the iWD Setup Utility. iWD Manager is a graphical user interface for both technical and business users of the iWD solution that includes the Global Task List—a tool for real-time management of tasks. iWD Manager also integrates with the Genesys Rules Authoring Tool through single-sign on to allow iWD Manager users to quickly access the separate Genesys Rules Authoring user interface to create and manage business rules for their iWD solution. iWD Node is the core component of iWD that handles tasks after they are captured from a source system. iWD Data Mart is a repository for iWD reporting data including current-day and historical statistics. iWD Stat Extensions are Stat Server Java Extensions that provide Stat Server clients, such as CCPulse+, with the ability to request and display iWD statistics. The iWD Setup Utility is a wizard-based utility used during the initial deployment of iWD to create many of the required configuration objects in Genesys Configuration Server.

This CD includes Language Pack(s) which allow installers to select the language in which the user interface (UI) and online help files display.

intelligent Workload Distribution

Genesys intelligent Workload Distribution (iWD) is a business application for dynamically prioritizing the distribution of work tasks to the people best suited to handle them. With Genesys iWD, enterprises can effectively manage all customer service resources and business processes across the enterprise, going beyond the walls of the formal contact center and into other areas of the business like branch offices, remote or home agents, and experts in the back-office. Genesys iWD uses a global task list, prioritized based on business value, to help enterprises ensure that the right resources, regardless of location, are proactively receiving the most critical or highest value tasks at the right time.

The major areas of functionality of iWD include:

- **Capture**—Genesys iWD captures "tasks" from a broad range of enterprise work sources such as workflow systems, order management systems, and CRM (Customer Relationship Management) systems. This is done through a set of out-of-the-box "Capture Adapters," such as a Web Service capture adapter, an XML file capture adapter, and a database capture adapter. These capture adapters are integrated into Genesys Interaction Server, a software component that ships with iWD. There is also a capture adapter that uses the Java Message Service (JMS), which is available as an add-on to iWD, at an additional cost.

- **Calculate**—The Genesys iWD solution provides the ability for business users to define priorities, SLAs (Service Level Agreements), and other attributes of various types of tasks, through an intuitive user interface. This user interface is called the Genesys Rules Authoring Tool, a component of the Genesys Rules System that ships with iWD.

- **Distribute**—Genesys iWD, working in concert with the Genesys CIM (Customer Interaction Management) Platform, distributes the tasks to the resources best suited to handle them, whether those resources are in the front office, the back office, at an outsourcer, or at a branch office.

- **Manage**—Genesys iWD Manager provides a view, called the Global Task List, that enables team leaders, managers, and business analysts to see the status of all of the work items across the enterprise. This includes a view into the current task backlog, tasks that are in process, and completed tasks. The information can be viewed at various levels of the business context, such as Solution, Department, and Process, and filters can be applied. Through the Global Task List view, managers can also take actions on tasks, such as putting tasks on hold and resuming them, canceling them, and modifying their attributes.

- **Report**—Genesys iWD ships with a rich Data Mart repository that provides valuable insights into business performance. The statistics maintained in the iWD Data Mart can be displayed through Genesys CCPulse+, and/or through a customer-supplied business intelligence tool. KPIs (Key Performance Indicators) can be configured by business users to use for comparison purposes over time. Genesys also offers Interactive Insights for iWD — a reporting universe and report creation application for use with the iWD Data Mart — as an optional item for purchase.

New Features in 8.1.x

Some of the primary new features added in release 8.1.1 are:

- Language Packs for the following languages:

    - Chinese (Simplified)

    - French

    - German

    - Portuguese (Brazilian)

    - Spanish (Latin American)

- Business process and interaction state model improvements

    - Simplification of task archiving.

    - Support for updating of Universal Contact Server (UCS) to mark an

interaction as 'done' when it is either completed, rejected or canceled.

- Global Task List improvements

  - Assigned tasks can be canceled, restarted and held from the Global Task List.

  - Held tasks can be canceled, updated, restarted and resumed from the Global Task List.

- Security improvements

  - Radius meta-message display: iWD now supports the ability to display to the user any meta-text associated with both successful and unsuccessful authentication attempts to a Radius server. Note that this feature requires that Genesys Configuration Server be configured to use external authentication.

  - Support for display of the user's last login date and time in iWD Manager.

  - User authentication rules: if, based on settings in Configuration Server, users are forced to change passwords at first-time login and upon password change request, they can now change their passwords through iWD Manager.

  - An iWD Manager can change his password at any time, through the User Profile dialog in iWD Manager.

  - Support for Genesys Transport Layer Security and FIPS protocols for connections between specific iWD components and other Genesys components.

- Additional browser support

  - Support for Microsoft Internet Explorer 9.

  - Support for Mozilla Firefox 17.

- Support for IBM WebSphere Application Server 8.

- Support for Apache Tomcat 7.

- Overall performance enhancements.

Some of the primary new features added in release 8.1.0 are:

- Language Packs for the following languages:

  - Chinese (Simplified)

  - French

  - German

  - Italian

  - Japanese

  - Korean

  - Portuguese (Brazilian)

  - Spanish (Latin American)

- Business process and interaction state model improvements

  - Simplification of task archiving.

  - Support for updating of Universal Contact Server (UCS) to mark an interaction as 'done' when it is either completed, rejected or canceled.

- iWD integration with Genesys Rules System (GRS): This consists of three software components. Business rule templates are created in the Genesys Rules Development Tool and are published to a rules repository. Users then incorporate business rule templates into a rule package through the Genesys Rules Authoring Tool. Users create and modify rules within a rule package and deploy the rule package to the Genesys Rules Engine. At that point, client applications, such as the IWD business process (IWDBP), make requests to the Genesys Rules Engine to have rules in the rule package evaluated at various decision points in a task's lifecycle.

  This integration between iWD and GRS led to the following changes:

  - Business rule templates are no longer created in iWD Manager. They are created and edited in the Genesys Rules Development Tool, an Eclipse-based GUI.

  - Business rules are no longer authored within iWD Manager. They are created and edited through the Genesys Rules Authoring Tool, which can be launched from iWD Manager through a single-sign on mechanism.

  - Users will continue to create and modify the business structure (Solution/Department/Process) through iWD Manager, but it is now necessary to "push" any changes to the Genesys Rules System. This is done through an option in iWD Manager.

  - The iWD business process (IWDBP) was updated to integrate with the Genesys Rules Engine.

- The Global Task List in iWD Manager was enhanced in several ways, including:

  - Users creating custom filters for the Global Task List now have several new filter criteria that can be used, including:

    - {attribute} is {attributeValue}

    - {attribute} is not {attributeValue}

    - '{attribute}' {is/is not} in '{valueInt}' '{days/hours/minutes}' or less

    - {attribute} {operator} {attributeValue} -- where the operators can include =, < >, >, >=, <, <=

    - {attribute} is empty

    - {attribute} is not empty

    - {attribute} {is/is not} {older/newer} than [days/hours/minutes]

  - When a custom filter is created for the Global Task List, it is now possible to add any custom attribute as a column in the task list.

  - It is now possible to create user-friendly on-screen labels for any iWD custom attributes, which enhances how these attributes appear on the Global Task List. This is done within a resource file that resides under the iWD Manager web application on the customer's application server.

- The Global Task List can display an icon for each different interaction (task) media type. Out of the box icons are provided for many media types, and new icons can be uploaded into iWD Manager for custom media types, or to replace any of the out of the box icons provided with iWD.

- It is now possible to hover a mouse over the task list and obtain the full text of any attribute in the task list as a tooltip.

- iWD includes enhanced support for the Genesys Social Engagement solution. When Genesys Configuration Server Tenant's properties include the section `iwd.profile` with the `social-messaging` option set to `true`, iWD Manager automatically creates the configuration objects and executes the database updates that are necessary for social media interactions to be properly displayed in the iWD Global Task List.

- iWD includes a new type of service template called "Generic Capture Point." This should be used whenever an Interaction Server Integrated Capture Point is added to an iWD Solution. Generic Capture Point establishes a "Capture Point ID" and "Capture Point Name" for the Integrated Capture Point, to ensure that interactions (tasks) captured through that Integrated Capture Point are visible through the iWD Global Task List, can be referenced within iWD business rules, and are properly tracked within the iWD Data Mart.

- Changes in platform support:

  - Supported operating systems to host the customer's application server:

    - IBM AIX 7.1 was added

    - Red Hat Enterprise Linux, 64-bit - added

    - Windows Server 2008, 64-bit native - added

  - Supported operating systems for end users running the iWD Manager UI:

    - Windows 7, 64-bit native - added

  - Supported web browsers for end users running the iWD Manager UI:

    - Support for Firefox 2 - discontinued

  - Virtual platforms:

    - IBM LPAR was added

    - Solaris 10 Containers - added

    - VMWare vSphere 4 Hypervisor - added

  - Application servers:

    - IBM WebSphere 7.0 - added

    - Support for IBM WebSphere 6.1 - discontinued

    - Support for Tomcat 5.5 - discontinued

Directories on This CD

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

iwd_node
Contains the installation files for iWD Runtime Node.

iwd_manager
Contains the installation files for iWD Manager.

iwd_dm
Contains the installation files for iWD Data Mart.

iwd_StatExt
Contains the installation files for iWD Stat Extensions.

iwd_setup
Contains the installation files for the iWD Setup Utility.

templates
Contains the application templates used for configuration.

Documentation

Product documentation is provided on the Genesys Customer Care website, the Genesys Documentation website, and the Documentation Library DVD 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 Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides Customer Care 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 Genesys Customer Care, read the *Genesys Care Program Guide*. Please tell the Customer Care representative that you are a intelligent Workload Distribution 8.1 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 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

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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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