



- About This Software
- Documentation
- Technical Support
- Legal Notices

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

About This Software

Interaction Workspace is a new desktop that delivers Dynamic Customer Engagement.

Interaction Workspace is a role-based, task sensitive, and fully extensible smart client application that guides and enhances the customer's experience throughout the enterprise. This application is targeted for contact center agents, back-office experts, and branch office workers.

Limitation: Usage of Enterprise SDK that is provided with this release of Interaction Workspace is supported only for the purpose of Interaction Workspace customization.

Features in Release 8.0.x

The 8.0.2 release of Interaction Workspace includes:

- Interaction Workspace SIP Endpoint:
 - An optional SIP endpoint, installed from a separate CD/DVD, that handles voice communication.
 - Transparent to agents.
 - Mute and volume controls for both the agent's microphone and speaker.
- Language selection at login enables users to select their language preference within Interaction Workspace.
- Security enhancements:
 - Client-side port definition.
 - Selective hiding of log data.
 - Inactivity timeout.
- Switch Support:
 - Ericsson MD110
 - Ericsson MX-ONE
 - Nortel Communication Server 2000/2100

The 8.0.1 release of Interaction Workspace includes:

- A common UI framework that is/supports:
 - Role-based and task-driven
 - Modular by design.
 - Extensible and open.
 - Skin-able.
 - Hot-key enabled.
 - International character sets.
 - Centralized one-click deployment and update.
- Independent functional modules that can be used stand-alone or in a common user interface:
 - Softphone widget for inbound voice call controls (Transfer, Conference, Mute, and Hold).
 - Team IM communication.
 - Multi-channel presence and status.
 - Dynamic keyword search.
 - Contact/client profile and history.
 - Interaction preview.
 - Configurable disposition codes.
 - Configurable KPIs and statistics.
 - Configurable "Not Ready" reason codes.
- Support of Voice:
 - Tier 1 Switch support (refer to the *Genesys Supported Media Interfaces Reference Manual* for the specific switches supported).
 - SIP Server advanced voice capabilities (Emergency recording, SIP preview, and Monitoring).
 - Includes basic Inbound Voice controls.
- Developer toolkit for user interface customization.
- Notes tab to enter information during a call.
- Broadcast messaging.
- Support for SIP Server.

Directories on This CD

documentation

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

interaction_workspace

Contains the files for the application.

Templates

Contains the templates and metadata for Interaction Workspace, including the Statistics Template. Interaction Workspace Statistic Template is a set of text files that are to be imported into Genesys Administrator to define a default configuration that supports the use of statistics by Interaction Workspace. The templates are imported and used by both Statistics Server and Interaction Workspace. The text files employ the ".cfg" extension

Documentation

Product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your [Return to Top](#)

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 an Interaction Workspace 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](#)

[Return to Top](#)

Legal Notices

Copyright

This CD and all its contents © Copyright 2010, Genesys Telecommunications Laboratories, Inc. All rights reserved.

Patents

Genesys applications are covered by one or more of the following patents (and non-U.S. equivalents thereof), which are owned or licensed by Genesys

[Return to Top](#)

Telecommunications Laboratories, Inc.:

4977520; 5103449; 5097528; 5311577; 5402474; 5652866; 6130933; 5802163;
5812644; 5825870; 5917817; 5915012; 5933492; 5765033; 5995614; 5995615;
5953405; 6185292; 5963632; 6185291; 5926538; 5946387; 6201863; 5907598;
6018578; 5940495; 6038602; 5999612; 5940496; 5970126; 6148074; 5915011;
5905792; 5991391; 5991392; 6185287; 6205412; 5926539; 6078581; 6064667;
6393015; 6134315; 5960073; 6181788; 6104801;

5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600;
6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864;
6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060;
6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066;
5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178;
6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788;
6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360;
6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146;
6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130;
6259692; 6453341; 6470080; 6337904; 6373937; 6473787

Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc., in the U.S.A. and other countries.

All other trademarks are the property of their respective owners.

Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize functionality of commercial or non-commercial third parties. For more information on any third-party software included with this component, contact your Technical Support representative.

This product contains software developed by the Apache Software Foundation <http://www.apache.org>.

This product includes Microsoft Composite Application Guidance for WPF which comes from Microsoft "AS IS", with WITH ALL FAULTS. You bear the risk of using it. We give no express warranties, guarantees or conditions. To the extent permitted under your local laws, we exclude the implied warranties of merchantability, fitness for a particular purpose and non-infringement. Genesys will support utilized functionality provided by this software.

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the

programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

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.