Genesys

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Interaction Workspace
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
8.1.4	X	X		X	X	X	X		X	X	X	X	X
8.1.3					X								
8.1.2		X		X	X	X	X	X	X		X	X	
8.1.1	X			X	X	X	X		X		X		

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.

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

Features in Release 8.1.x

The 8.1.4 release of Interaction Workspace includes:

- Language Packs for the following languages:
  - Chinese (Simplified)
  - Chinese (Traditional)
  - French
  - German
  - Japanese
  - Korean
  - Portuguese (Brazilian)
  - Russian
  - Spanish (Latin American)
  - Turkish
- Supervision of agent workbins and interaction queues:

Select single or multiple interactions and perform actions on them
  - Move selected interaction(s) from one agent workbin to another agent workbin or interaction queue
  - Move selected interaction(s) from one queue to another queue or agent workbin
  - Edit the case information of a selected interaction(s)
  - Delete or mark as Done selected interaction(s), depending on the media type and processing state
- Voice supervision:
  - Support agent scope for voice supervision (applicable for Genesys SIP Server only)
- Web Chat enhancements:
  - Request consultation target based on skill, agent group, and queue
  - Request conference target based on skill, agent group, and queue
- E-mail enhancements:
  - Restrict outbound e-mail attachment size
  - Manually switch between text and html format
  - Option to use font sizes based on either points or pixels
  - Allow copying of read-only e-mail header fields
- Workitem enhancement:
  - Retrieve In-Progress workitems from the Contact Interaction History for immediate processing
  - The new **Contacts - Can Access Archive** privilege has been added to enable agents to access interactions that are stored in the Archive by using the My History and Contact History views. (Available in 8.1.401.06)
  - The new **contact.myhistory-default-time-filter-main** and **contact.history-default-time-filter-main** options enable you to specify the default position of the time filter slider in the Contact History and My History views. (Available in 8.1.401.06)
- Outbound enhancement:
  - Option to enforce outbound preview call must first be made prior to rescheduling the interaction
- Security enhancements:
  - Change password on first login
  - Change password upon expiration
  - Change password on-demand
- Windows 8 support
- Broadsoft BroadWorks switch support
- Expand client virtualization support
  - Citrix XenDesktop
  - VMWare ThinApp
  - VMWare View
- UI Improvements:
  - Ability to collapse and expand the left side of the interaction panel
  - Interaction bar now displays customer is waiting response notification for Web Chat interaction
  - Disposition codes in the Disposition tab are now sorted in alpha-numeric order to make it easier for agents to find disposition codes quickly. (Available in 8.1.401.06)

The 8.1.3 release of Interaction Workspace includes:

- Web Callback:
  - Web Callback preview with auto-accept or accept/decline capability
  - Click-to-dial and auto-dial features
  - Standard Interaction Workspace call controls
  - Transfer-call function also transfers the web callback request
  - Reschedule call before, during, and after call
  - Reschedule call to the same or to a new phone number

- Call result and disposition
  - Capacity-rule support.
- Contact Profile and Interaction History enhancements:
  - Manual real-time contact identification, creation, and current interaction association with the correct contact during interaction handling
  - Ability to retrieve 'In-Progress' e-mail interactions from the contact interaction history
  - Ability to resend e-mail interactions that have already been sent
  - Custom interaction-history filter definition and search that is based on interaction data attribute(s)
- Web Chat enhancements:
  - Support for agent nickname
- E-Mail enhancements:
  - Printing and print-preview capability
  - Option to not include the inbound e-mail text in the reply e-mail interaction
- Agent supervision enhancements:
  - Voice silent-monitoring and coaching for Cisco Call Manager
  - Start monitoring and coaching both voice and web-chat interactions that are already in progress
  - Quality Assurance approval or rejection of outbound e-mail interactions
- Interaction case-information enhancements:
  - Add case-information key value pairs
  - Case Information view clickable-hyperlink and link-preview
- Customer context enhancements:
  - Visual indication that notifies agents that the current contact has interacted with your business within a specified period of time
- Team Communicator enhancements:
  - Filter contact database search-results based on custom contact attribute(s)
  - Filter of favorites based on an interaction attribute
- Standard Response enhancements:
  - Filter responses based on language and/or categories that are based on an interaction attribute
- Other enhancements:
  - Language support: Interaction Workspace communicates with Universal Contact Server by using Unicode if the language of the content is different from the language setting of Interaction Workspace
  - Configurable agent Not-Ready state with reason code at login time
  - Last agent-routing support
  - Display-order and default-order of tabs for multi-tab regions is configurable
  - Support of SIP Server Session Border Controller (SBC) for Interaction Workspace SIP Endpoint
  - Security enhancements: enhanced inactivity timeout by enabling you to hide interaction content

The 8.1.2 release of Interaction Workspace includes:

- Language Pack(s) for the following markets:
  - Chinese (Traditional)
  - French
  - German
  - Italian
  - Japanese
  - Portuguese (Brazilian)
  - Russian
  - Spanish (Latin American)
- Agent Supervision:
  - Monitor, coach, and barge-in

- Supports Voice and Web Chat interactions
- Genesys Quality Management (GQM) Active Voice Recording:
  - Display and control of recording status
  - Start, pause, resume, and stop controls
- Web Chat enhancement:
  - Web Chat High Availability (HA) support
- E-Mail enhancements:
  - Configurable definition of signature template with business attribute override
  - Forwarding to external resources
  - Display of linked images
- Interaction Bar enhancements:
  - Docking interaction window(s). Minimizing the interaction window(s) to Interaction Bar instead of Windows task bar.
  - Customer activity notification for Web Chat when interaction window is minimized
  - Mouse-over display for detail of docked interactions
- SIP Endpoint enhancements:
  - Configurable agent state at login if headset is not plugged in
  - Configurable agent state if USB headset disconnection is detected
  - Retain volume setting between sessions
- Support for Social Media plug-ins (available with Genesys Social Engagement - Application 8.1.1):
  - Facebook
  - Twitter
- Agent Script plug-in (available with Genesys Agent Scripting 8.1)
- Other enhancements:
  - Visual indication that notifies agents that the current contact has other interactions in progress
  - Configurable definition of corporate favorite contacts list
  - Configuration of interaction screen-pop to always appear on top
  - Automated feedback about suggested-response usage
  - Threaded view of interaction history
  - Agent state duration enhancement
  - Addition of 'Mark Done' privilege for E-mail, SMS, and iWD Work-items
- System compatibility update
  - Citrix XenApp 6 and 6.5

The 8.1.1 release of Interaction Workspace includes:

- Language Pack(s) for the following markets:
  - Chinese (Simplified)
  - French
  - German
  - Japanese
  - Portuguese (Brazilian)
  - Spanish (Latin American)
- Customize GUI translation.
- Outbound Campaign:
  - Supports Preview (pull and push), Predictive, Progressive, and Active Switching Matrix (ASM) mode.
  - Preview mode enables agent to reject calls with a specific business reason.
  - Reschedule callback support.
  - Do Not Call list support.
  - Negotiated logout to prevent dropped calls.
- Genesys SMS:
  - Supports both page (single-message) and session (chat) modes.
  - Transfer SMS to another party.
  - Tracking of related SMS messages.

DTMF:
- Non-legacy dialing mode.
- Enhancements to Web Chat and E-Mail:
    - Click–to–dial links in chat and SMS.
    - Click–to–e-mail links in chat and SMS.
- Case Information:
    - Agent can be enabled to update case data while handling an interaction.
- Standard Responses Library (SRL):
    - Suggested responses with relevancy support.
- Spelling Check:
    - Configurable corporate dictionary.
- Customer context:
    - Tracking of existing customer interactions in queue, with a display on interactions with that customer.
- Team Communicator:
    - Agent ready state is based on capacity rule.
- Updated Multimedia Conversation Blending:
    - Voice to/from SMS.
    - E-mail to/from SMS.
    - Chat to SMS.
    - iWD Workitem to SMS.
- Miscellaneous and UI Enhancements:
    - Docking of interaction windows to the Interaction Workspace Main View.
    - Dynamic resizing of interaction windows based on media content.
    - Expanded hot keys and keyboard shortcut action-mapping.
    - Configurable dialing prefix and auto-omission of special characters.

The 8.1.0 release of Interaction Workspace includes:

- Multichannel Conversation Blending:
    - Seamless blending of external and internal conversations using any media.
    - Complete agent visibility of simultaneous conversations across one or multiple channels.
- Genesys Chat:
    - Chat preview with auto-accept or accept/decline capability.
    - Full chat interaction control, including send, consultation, transfer, and conference.
    - Push web page to a customer in real-time.
    - Customer/Agent "is typing" notification.
    - Notification of a pending response to a contact.
    - Multilingual, inline, automatic spelling check.
    - Support of monitoring, coaching, and barge-in by supervisor.
    - Capacity rule support.
- Genesys E-Mail:
    - Basic inbound and outbound e-mail.
    - Support for To, CC, BCC.
    - Standard e-mail interaction controls, including: Reply, Reply all, and Transfer.
    - Interim reply.
    - Multilingual, inline, automatic spelling check.
    - E-mail management, including the capability to save to in-progress and draft personal workbins.
    - Rich text editing, HTML formatted e-mail.
    - Support for e-mail attachments.
    - Capacity rule support.
- iWD:
    - Generic framework for interaction-push and interaction-pull for any type

of workitem.
- Generic login, preview, media state, icon, and customizable controls.
- Transfer.
- Workbin.
- Workbin:
  - Personal in-progress and draft e-mail workbin.
  - Shared group workbin.
  - Summary- and detail-view of workbin items.
  - Pull and put items from and to a workbin.
- Standard Responses Library (SRL):
  - Basic and advanced search.
  - One-click insert into E-Mail and Chat interactions.
  - Flat- or category-view.
  - Save personal favorites.
- Spelling Check:
  - Inline manual and automatic spelling check.
  - Correction recommendation.
  - Change or ignore.
  - Global and Personal dictionaries.
  - Support for multiple languages.
- Real-time Consultation:
  - Consult internally in real-time using any channel (Voice, Instant Messaging, and/or Chat media) anytime during conversation with customer.
  - Target media state-readiness awareness. Also applicable for transfer and conference.
  - Real-time sharing of customer chat transcript during chat consultation.

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 Interation Workspace. The text files employ the ".cfg" extension

Documentation

Product documentation and release notes are available on the Genesys Documentation website and on a separate documentation library DVD that is shipped on request with your software.

The Interaction Workspace Deployment Guide is now provided as a Wiki. You can use the Create Book facility to generate your own PDF.

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 technical support to customers worldwide with 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 an Interaction Workspace 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 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*

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Legal Notices

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The snowball stemmers in "contrib/Snowball.Net/Snowball.Net/SF/Snowball" were developed by Martin Porter and Richard Boulton. The full snowball package is available from: http://snowball.tartarus.org/

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Your Responsibility for Your System

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