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## About This Software

Genesys Call Progress Detection (CPD) Server provides call progress detection for switches that do not have built-in call progress detection. It also provides Active Switching Matrix (ASM) mode support for switches that have unacceptable call-transfer delay and force-tone problems.

### New Features in Release 7.6.x

CPD Server includes the following new features:

In release 7.6.101:

- Support for hosted/centralized dialing.
  - Support for centralized configuration of dialing resources.
  - Ability to share and limit dialing resources as needed (per tenant, per campaign, and so on).

In release 7.6.1:

- CPD Server implemented a new HMP licensing schema that supports the licensing changes for Dialogic drivers. This release of CPD Server requires Dialogic HMP 3.0 for Windows SU195 or later. For more information, see the *Outbound Contact 7.6 Reference Manual*.

In release 7.6.0:

- CPD Server and CPD Proxy support Transport Security Layer (TLS) for secure connections between Outbound Contact components and other Genesys components.
- CPD Server and CPD Proxy allow port definition for client-side connection to servers across firewalls, in order to operate within security standards limiting

open network port configuration.

## Directories on This CD

### **documentation**

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

### **solution\_specific**

Contains the installation files for the software.

### **IntelDialogicSR60FP1**

Contains the Intel Dialogic software.

### **templates**

Contains the application configuration templates.

## Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped 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.

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## 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 CPD Server 7.6 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

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has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 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 Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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