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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 8.0.x

Call Progress Detection Server 8.0.0 contains this new feature:

- CPD Server now has the capability to support Agent's assignments in multiple campaigns for ASM dialing modes.

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

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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 Outbound Contact 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

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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](#)

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