Framework

Media
Version 8.0

GENESYS
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DVD

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About This Software

The Framework Media Layer enables Genesys solutions to communicate across media, including traditional telephony systems, voice over IP, e-mail, and the Web. This layer also provides the mechanism for attached data distribution within and across solutions.

New Features in Media 8.0.x

The following changes have been made to Genesys T-Servers in release **8.0.3**:

8.0.3 T-Server for NEC NEAX/APEX

- Improved flow control.

The following changes have been made to Genesys T-Servers in release **8.0.1**:

8.0.1 Alcatel A4400/OXE

- Improved Account Code support.
- Enhanced flexible call-matching support.
- PBX time stamp support.
- Calling Line Name support.
- Improved support for outbound dialing on RSI Routing Points in scenarios where the call is automatically overflowed in case of answering machine or fax detected.
- DNs of type Route Queue support.
- Default Values for the following T-Server options have been modified as follows:
    - min-xfer-init-dly=500
    - min-xfer-complete-dly=250

8.0.1 T-Server for Avaya Communication Manager

- COF interoperability support between T-Server for Avaya Communication Manager and T-Server for Avaya TSAPI.
- Enhanced flexible call-matching support.

8.0.1 T-Server for Avaya TSAPI

- COF interoperability support between T-Server for Avaya Communication Manager and T-Server for Avaya TSAPI.

- Enhanced flexible call-matching support.

8.0.1 T-Server for Nortel Communication Server 1000 with SCCS/MLS

- Enhanced flexible call-matching support.

8.0.1 T-Server for Nortel Communication Server 2000/2100

- Enhanced flexible call-matching support.

8.0.1 T-Server for Aspect ACD

- Aspect ACD Data Interlink protocol version 8 support.
- Improvements to T-Server performance.
- Contact Server connection support on all OS platforms.
- Call Control Table numbers (0–2499) support.
- Ability to route inbound calls waiting in the Call Control Table through the redirect service when configured.
- Ability to provide information regarding Real-time Transport protocol (RTP) streams when configured.
- Ability to support longer Agent ID values.
- Improvements to the T-Server keep-alive mechanism with the switch including the loss rate processing.

8.0.1 T-Server for Ericsson MD110

- Routing from Routing Queue devices support.

8.0.1 T-Server for Mitel MiTAI

- T-Server renamed from *T-Server for Mitel SX-2000/MN-3300.*
- Call-type prediction support.
- Call release tracking support.
- Notification of failed routing attempts support.
- Link bandwidth monitoring support.
- Enhanced request-handling support.
- Enhancements to business call processing.
- Enhancements to emulated agent functionality.
- Improvements to T-Server logging performance.
- Windows 2008 operating system support.

8.0.1 T-Server for Siemens HiPath DX

- Synchronization of emulated agent states with the switch support.

8.0.1 T-Server for Tadiran Coral

- Account code and WalkAway code features support.
- Ability to redirect calls to external and unmonitored destinations when configured.
- Ability to indicate if an agent is in legal guard when configured.

The following changes have been made to Genesys T-Servers in release **8.0.0**:

All 8.0.0 Premise T-Servers

- Enhanced ISCC Transaction Monitoring support.
- Enhanced Agent Reservation support.
- Link bandwidth monitoring support.
- Real-time SDN licenses query support.
- DN request support.
- Additional operating systems and virtualization environments support.

8.0.0 T-Server for Alcatel A4400

- Enhanced Event Propagation support for switch partitioning.
- Notification of failed routing attempts support.
- Call-type prediction support.
- Call release tracking support.
- Enhanced request-handling support.
- Enhancements to emulated agent functionality.
- Enhancements to business call processing.
- Support for Twin Telephone Sets.
- Emulated agents now take into consideration `pro_ACD` devices when an agent logs in.
- Support for Alcatel A4400/OXE Partitioning.
- Backward-compatible reporting for preassigned agents.
- Private Data in Route Requests on RSI support.
- Enhancements for devices that can have multiple calls.
- Keep-Alive feature support.
- Improvements to T-Server logging performance.
- ISDN Facility messages support.

8.0.0 T-Server for Aspect ACD

- Notification of failed routing attempts support.
- Call release tracking support.
- Improvements to T-Server logging performance.

8.0.0 T-Server for Avaya Communication Manager

- Notification of failed routing attempts support.
- DNIS on Offered and Route requests value support.
- Real Time Agent State support.
- DMCC support.
- Avaya Enterprise Survivable Server (ESS) support.

8.0.0 T-Server for Avaya INDeX

- Support for call release tracking.
- Support for failed route notification.
- Support for link bandwidth monitoring.
- Support for enhanced request handling.
- Enhancements to emulated agent functionality.
- Changes to legal guard processing.
- The addition of password functionality to `agent-strict-id`.
- Synchronization of emulated after call work (ACW) for emulated agents.
- Enhancements to business call processing.
- Improvements to T-Server logging performance have been implemented.
- Enhanced multi-site support for `CallType` propagation.
- T-Server now supports:
    - VMWare, but only the Windows 2000 and Windows 2003 operating systems are supported on T-Server for Avaya INDeX.
    - Switch versions 11.0.1 and 11.0.4.

8.0.0 T-Server for Avaya TSAPI

- Notification of failed routing attempts support.
- Flow Control support.
- Real Time Agent State support.
- Call Overflow support.
- Avaya Enterprise Survivable Server (ESS) support.

8.0.0 T-Server for EADS Intecom M6880

- Call Recording support.
- Off-Net Queuing support.
- Attendant Console support.
- T-Server now supports Intecom Pointspan version 5.2.

8.0.0 T-Server for Ericsson MD110

- Notification of failed routing attempts support.
- Call-type prediction support.
- Call release tracking support.
- Enhanced request handling support.
- Enhancements to emulated agent functionality.
- Changes to legal guard processing.
- The addition of password functionality to `agent-strict-id`.
- Synchronization of emulated after call work (ACW) for emulated agents.
- Enhancements to business call processing.
- Improvements to T-Server logging performance.

8.0.0 T-Server for NEC NEAX/APEX

- Switch capability support.
- Configuring external trunks.

8.0.0 T-Server for Nortel Communication Server 1000 with SCCS/MLS

- Additional progress codes support.
- Voice-monitoring application password support.
- Login and logout requests support.
- Voice Treatment Port DNs support.

8.0.0 T-Server for Nortel Communication Server 2000/2100

- Call management support.
- Emulated Agents States support.
- Soft Agent wrap-up time support.
- PVC channel support.

8.0.0 T-Server for Rockwell Spectrum

- Trunk Optimization and new messaging requirements support.
- Spectrum switch message "Device Dropped" support.

8.0.0 T-Server for Siemens HiPath 4000 CSTA III

- Notification of failed routing attempts support.
- Call-type prediction support.
- Call release tracking support.
- Enhanced request-handling support.
- Enhancements to emulated agent functionality.
- Agent logout on client unregistering from a DN.
- Changes to legal guard processing.
- The addition of password functionality to `agent-strict-id`.
- Synchronization of emulated after call work (ACW) for emulated agents.
- Enhancements to business call processing.
- Improvements to T-Server logging performance.

8.0.0 T-Server for Siemens HiPath DX

- Enhancements to business call processing.
- Enhancements to emulated agent functionality.
- Call type prediction support.

- Call release tracking support.
- Notification of failed routing attempts support.
- Enhanced request handling support.
- Improvements to T-Server logging performance.

8.0.0 T-Server for Tadiran Coral

- Call type prediction support.
- Call release tracking support.
- Notification of failed routing attempts support.
- Enhanced request-handling support.
- Enhancements to emulated agent functionality .
- Agent logout on client unregistering from a DN.
- Changes to legal guard processing.
- The addition of password functionality to `agent-strict-id`.
- Synchronization of emulated after call work (ACW) for emulated agents.
- Enhancements to business call processing.

About This DVD

This DVD contains the following 8.0.3 T-Server:

- T-Server for NEC NEAX/APEX

This DVD contains the following 8.0.1 T-Servers:

- T-Server for Alcatel A4400/OXE
- T-Server for Avaya Communication Manager
- T-Server for Avaya TSAPI
- T-Server for Nortel Communication Server 1000 with SCCS/MLS
- T-Server for Nortel Communication Server 2000/2100
- T-Server for Aspect ACD
- T-Server for Ericsson MD110
- T-Server for Mitel MiTAI
- T-Server for Siemens HiPath DX
- T-Server for Tadiran Coral

This DVD contains the following 8.0.0 T-Servers:

- T-Server for Avaya INDeX
- T-Server for EADS Intecom M6880
- T-Server for Spectrum
- T-Server for Siemens HiPath 4000 CSTA III

This DVD contains the following 7.6 T-Servers:

- T-Server for Alcatel A4200/OXO
- T-Server for Huawei NGN
- T-Server for Siemens Hicom 300/HiPath 4000 CSTA I

This DVD contains the following 7.5 T-Servers:

- T-Server for Digitro AXS/20
- T-Server for EADS Telecom M6500

This DVD contains the following 7.1 T-Server:

- T-Server for Siemens HiPath 3000

This DVD contains the following 7.0.2 T-Servers:

- T-Server for DataVoice Dharma
- T-Server for eOn eQueue

- T-Server for Fujitsu F9600
- T-Server for Huawei CC08
- T-Server for Philips Sopho iS3000
- T-Server for Samsung IP-PCX IAP
- T-Server for Teltronics 20-20
- T-Server for Tenovis Integral 33/55

Directories on This DVD

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

configuration_wizard
Contains the Media Configuration Wizard.

media_layer
Contains switch-specific software.

templates
Contains the application templates used for installation.

Documentation

Product manuals and release notes are available on the Genesys Technical Support website and on a separate documentation library DVD that's 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 Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

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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 Framework Media 8.0 customer. For a list of the software versions that are on this DVD, click here.

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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

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