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About This Software

Genesys Network Media Interfaces contains the Genesys Network T-Servers software that allows the interconnection between any supported network component and Genesys solutions.

Genesys Network Routing can control, via the Network T-Servers, the calls that arrive on network components. Calls can be qualified, and then routed with attached data from the network component directly to the agent with the most skill to handle the call.

Network Media Interfaces is part of the package for the Genesys Network Routing Solution, which includes Universal Routing 7.6 and Management Framework 8.0.

New Features in Release 8.0.x

The following features are now available for the specified Network T-Servers with this release:

All 8.0.0 Network T-Servers

- **Enhanced ISCC Transaction Monitoring support.**
T-Server now generates and reports a new key-value pair, transaction, in the Extensions attribute in the following requests: TMakeCall, TRouteCall, TSingleStepTransfer, TInitiateTransfer, TInitiateConference, and TMuteTransfer. The ISCC Transaction Monitoring allows T-Server clients to monitor ISCC transactions of the call data transfer between T-Servers in a multi-site environment.
- **Enhanced Agent Reservation support.**
T-Server now supports Agent Reservation failure optimization, to ensure that only agent reservation requests of the highest priority are collected. This functionality can now be controlled with the ar-collect-lower-priority-requests configuration option.
- **Notification of failed ISCC transactions.**
T-Server now supports notification of failed ISCC transactions. A new log event has been introduced.

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Directories on This CD

documentation

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

solution_specific

Contains the applications that are specific to the solution being installed. Each application is in a separate subfolder, under which are the operating systems that support the application.

templates

Contains the application templates used for installation.

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](#).

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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 a Network Media Interfaces 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:

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- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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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

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Your Responsibility for Your System

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