Genesys

Framework
IP Media: Enterprise Edition

Release 8.1

- About This Software
- Directories on this CD
- Documentation
- Technical Support
- Legal Notices

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About This Software

T-Server for Cisco Unified Communications Manager (CUCM) provides an interface between CUCM and Genesys applications.

New Features in 8.1.x

The following new features were added in the December 2016 CD update for the 8.1.2 release:

- Support for Cisco Unified Communications Manager versions 11.0 and 11.5.
- Support for Cisco extend and connect. Note, however, that the following features are not supported with extend and connect: supervision, call parking, call pickup, and hunt groups. See Extend and connect in the Deployment Guide Supplement for details.
- Support for Cisco Jabber application version 11.6.0 with voice capabilities as a single-line DN. Note, however, that the following features are not supported with Jabber: extension mobility, supervision, call parking, call pickup, and hunt groups.
- Support for the E.164 numbering plan.
- A new configuration option, **clean-calls-on-all-links-up**, that cleans up disconnected calls to avoid stuck calls.

The following new features were added in the January 2015 CD update for the 8.1.2 release:

- Support of Cisco Unified Communications Manager version 10.5.
- Enhanced support for changing an agent state and applying a delay to an agent state when a corresponding agent DN goes out of service. The choice of agent states has been extended.
- Support for hunt groups in broadcast mode.

The following new features were added in the August 2014 CD update for the 8.1.2 release:

- Support of Red Hat Enterprise Linux 6.0 32-bit and 64-bit native.

The following new features were added in the July 2014 CD update for the 8.1.2 release:

- T-Server now correctly handles a switchover that occurs during supervisor monitoring.

- TLS encryption is now supported between T-Server and the Genesys Java Telephony API (JTAPI) process and the Cisco CTIManager. See [TLS Support](#) in the Deployment Guide Supplement for details.
- Support of Windows 2012 64-bit.
- Support of Cisco UCM version 10.0.

Some of the primary new features added in release 8.1.2 are:

- Ability to substitute an agent's extension number for outgoing calls with a generic services number.
- Support for Do Not Disturb functionality activated from an agent's phone or by a T-Library request.
- Support of a free format for terminal IDs in JTAPI events.

The following new features were added in the August 2013 CD update for the 8.1.1 release:

- Support of Cisco UCM version 9.1.
- Enhanced Redirect on No Answer (RONA) functionality.
- Enhanced High-Availability for multiple JTAPI links deployment.
- New range of agent-state change possibilities which can be performed when forwarding is detected.

Some of the primary new features added in release 8.1.1 are:

- Support for Media Server to play call treatment. Media Server is supported through a new software component, the *T-Server-CUCM to Media Server Connector*, which is distributed with the Media Server CD. Support for Media Server is on par with support for Stream Manager and both these media components are distributed in every product of which the IP Media Enterprise Edition CD is part. Please see the T-Server for Cisco UCM Deployment Guide for details on any configuration change needed to use Media Server as the call treatment platform in conjunction with the T-Server.
- Support for new operating systems. See the *[Genesys Supported Operating Environment Reference Guide](#)*.

Some of the primary new features added in release 8.1.0 are:

- Support for Telephone Display Name. T-Server can now provide the telephone display name for specific events within `AttributeExtensions` if the information is available from Cisco Unified Communication Manager.
- T-Server now fully supports the deletion of a shared line party from a conference call without the client having to know which shared party is active. T-Server internally adjusts the party to be deleted to correspond to the active shared party to ensure that the request is successful.
- 3PCC support for the Cisco Talk-back Intercom Feature. This feature allows the monitored Agent to use CTI requests from T-Server to talk back to the Supervisor without being overheard by the customer.
- Support for Called Address Redirect Destination in `RouteCall` messages. `RequestRouteCall` messages can be customized by sending the request to T-Server in special keys within `AttributeExtensions`. This allows calls to be further redirected, for example, to different voice mailboxes depending on the destination digits provided by T-Server and then reported by JTAPI.
- Support of Cisco Unified Communications Manager version 8.5.
- Support for the querying of DN states on Cisco Unified Communications Manager. After a link failure and recovery, T-Server is able to detect calls that were ended while the link was down, improving stuck-call detection.
- Support for monitoring DNs in Hunt Groups. **Note:** This is a restricted feature as it requires the specific release version 8.0.(3)SU2 of Cisco UCM.

New Cisco UCM versions compatibility:

T-Server for CUCM release 8.1.1 is compatible with Cisco UCM versions 8.5 and 8.6.

Directories on This CD

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

media_layer
Contains switch-specific software.

templates
Contains the application templates used for installation.

Documentation

The *Framework 8.1 T-Server for Cisco Unified Communications Manager Deployment Guide* and release note are provided on the [Genesys Documentation website](#), and the Documentation Library DVD that is 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 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 through 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 Support Guide for On-Premises](#)*. Please tell the Customer Care representative that you are an IP Media Enterprise Edition 8.1 customer.

Licensing

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Customer Care website in the following documents:

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

Legal Notices

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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