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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Universal Contact Server (UCS) Transition Tool 8.0.0 converts the UCS database from Contact Server 6.x (UCS's predecessor) to UCS 8.0.0.

This CD contains the components for UCS Transition Tool.

New Features in Release 8.0.x

UCS Transition Tool 8.0.0 contains the following new features:

- UCS Transition Tool is now provided on a separate CD.
- Added data transition support: Oracle 11, DB2 9.5 and MSSQL 2008.

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.

templates

Contains the application templates used for installation.

Documentation

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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.

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

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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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