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About This Software

This CD contains the components for Universal Contact Server (UCS) and Context Services.

Universal Contact Server (UCS) can work with many Genesys products, but its principal role has been with eServices. UCS has been a component of the eServices (formerly Multimedia) solution since its initial release 7.0.1. In the 8.1.x releases it continues this functionality.

Context Services is an optional set of features supporting the management and retrieval of data concerning customer service, enabling real-time service personalization and service continuity. Context Services is a component of the Conversation Manager solution.

New Features in Release 8.1.x

UCS 8.1.4

UCS 8.1.4 adds the following new features:

- Support of DB2 10
- Support IP V6
- Support of Java 7 64-bit

UCS 8.1.302

UCS 8.1.302 adds the following new features:

- This release returns UCS Manager to version 8.1.1x, which avoids an issue that is present in later versions.

UCS 8.1.301

UCS 8.1.301 adds the following new features:

- Ability to load balance multiple Context Service processes against a single database instance.
- Ability to delete Context Services customer profiles.
- Ability to merge multiple Context Services customer profiles.
- Ability to edit the Knowledge Library through PSDK/UCS ESP API.

- Documentation of the method for grouping customer profiles in Context Services.
- Support for client-side port functionality.
- Support for Java 7.
- Support for RHEL 6.
- Support for IPv6.
- Additional operating system and database environment support (see the Genesys Supported Operating Environment Reference Guide for a full list of supported operating systems and databases).

UCS 8.1.2

UCS 8.1.2 adds the following new features:

- Ability to use full text search in a primary/backup environment.
- Access logging for the UCS database.
- Cache improvements to reduce memory footprint.

UCS 8.1.1

UCS 8.1.1 adds the following new features:

- Ability to configure more than one Universal Contact Server application, including UCS with Context Services, in a single tenant
- New start and finish log messaging for UCS/CS archiving operations, enabling alerting in Solution Control Interface

UCS 8.1.001

UCS 8.1.001 adds the following new features:

- Enhancements to bulk import of customer profile data:
 - Use of roles
 - Log output
 - Ability to restart at a specified index
 - Prevention of duplicate inserts
- Ability to configure multiple listening ports in Configuration Manager
- Ability to configure TLS with ESP (Genesys External Services Protocol) in Configuration Manager
- Support of TLS connection to Configuration Server
- Added platform support: Windows 2008 x64 and Unix x64 native

UCS 8.1.0

UCS 8.1.0 adds the following new features:

- Bulk import of Context Services customer profile data
- Configurable automated purging of Service, State, and Task Object data from the Context Services data store
- Multiple-user authentication for Context Services clients
- Role-based access control for Context Services clients
- Configurable masking of KVP values and Context Services attribute values in UCS Logs
- Database encryption support
- Transport Layer Security for UCS ESP API
- Agent Interaction History (OwnerID) indexing for Interaction Workspace

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

Product documentation is provided on the [Genesys Documentation website](#), and on the Documentation Library DVD or the Developer Documentation CD 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 [Universal Contact Server 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.

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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 Program Guide](#). Please tell the Customer Care representative that you are a Universal Contact Server 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](#)

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This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

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