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# About This Software

At the core of Genesys' solutions, Universal Routing handles traditional voice routing, multimedia routing, or blended voice and multimedia routing requests. Interactions can be routed to the most appropriate agent, whether the agent is local, located at a different site, or belongs to an external resource.

Using Interaction Routing Designer (IRD), users can create routing strategies for voice or multimedia interactions. Based on these strategies, Universal Routing Server (URS) evaluates each interaction so that it gets the proper treatment and priority based on factors such as the type of inquiry, the value of the customer in the contact database, and the media channel. For multimedia interactions, users can also create business processes, which enable complex interaction workflows that can incorporate multiple strategies and interaction queues.

The Universal Routing CD contains the Universal Routing Configuration Wizard, the Universal Routing Server, the Interaction Routing Designer, the Custom Server, Configuration Database Update Scripts, and Application Templates.

## New Features in Universal Routing 7.6.x

### Universal Routing 7.6.2

New features provided in Universal Routing 7.6.2 include the following:

#### Documentation

This release includes the following updated documentation:

- *Universal Routing 7.6 Deployment Guide*
- *Universal Routing 7.6 Interaction Routing Designer Help*
- Universal Routing 7.6.x Release Advisory
- URS 7.6.x Release Notes and IRD 7.6.x Release Notes

All other documentation remains the same as for the 7.6.1 release.

#### Universal Routing Server

- This release introduces a new function, IncrementPriorityEx. Compared to the existing IncrementPriority function, IncrementPriorityEx provides the capability to increment priority starting after a specified time interval. Users can instruct URS to begin increment priority in *N* seconds after this function is called and thereafter increment the priority by *x* number every *y* seconds..

- The PriorityLimits function has been introduced, which enables users to define the upper and lower limits of a priority value. The priority of interactions with this function applied cannot, in any circumstances, exceed the upper limit defined in this parameter.
- The Router Pulse procedure used to route waiting calls within a target block has been updated. Unlike the previous procedure, where the waiting calls used to be routed to any available agents once the calls hit the pulse procedure, the updated logic re-considers statistics to route waiting calls, thereby optimizing routing based on statistics.
- Agent reservation functionality has been updated to reserve agents for different type of media through a single source. For example, when providing agent reservation for routing both voice and email interactions, voice T-Server is used to reserve agents. The logic behind the selection of T-Servers for this process has also been updated.

**Interaction Routing Designer**

- A new type of target is been introduced to incorporate interaction queue statistics within routing strategies in a multimedia environment. The target can be specified as part of the SData function.
- IRD now extends search and filter capabilities in all windows to facilitate ease of use when selecting objects from lists. Objects where this grid filter is applicable are Routing Design objects, the Business Process object in the Interaction Design window, Strategy names when loading and unloading, and various other objects when presented as lists.
- The SetDelayedAttach functionality previously used by IRD implicitly inside the MultiAttach object is now exposed as a Function. The valid values are `true` and `false`. All invocations of the Attach or Update functions made after the occurrence of a SetDelayedAttach function set to `true` now propagate update events to the T-Server only after a SetDelayedAttach function set to `false` is called or strategy execution for this interaction is suspended for some reason.

**Multimedia-Related New Features**

- New IRD objects have been introduced to address SMS interaction channels. The objects are contained in the SMS toolbar in the Routing Design window.
- New IRD objects enable Resource Management capabilities. The objects are contained in the Resource Management toolbar in the Routing Design window.
- The Interaction Design window now provides predefined queues in every Business Process. These predefined queues are used like any other queue in the Business Process.
- You can now specify a default queue for a Business Process and a default Business Process for a Tenant.
- The Interaction Design window also supports configurable synthetic queues. It enables you to store the definition of the synthetic queue within the configuration environment.
- For more information on the new SMS and Resource Management objects, pre-defined queues, default queues and Business Processes, and synthetic queues, see the *Universal Routing 7.6 Interaction Routing Designer Help* and the relevant Genesys Multimedia documentation.

## Universal Routing 7.6.1

New features provided in Universal Routing 7.6.1 include the following:

**Universal Routing Server**

- Support for Genesys Instant Messaging Solution (SIP/Chat). If an agent can receive both voice and instant-message interactions based on agent-capacity rules, Universal Routing supports the following capabilities:
  - Routing voice calls to agents behind a traditional PBX.
  - Routing voice calls to agents with SIP voice-only phones.

    - Routing voice calls to agents with SIP endpoints that support both the voice and IM channels at the same time.
- Enhanced prioritization mechanism for selecting T-Servers for distributing virtual queue events.
- The method of updating a call's CED (Caller-Entered Digits) is expanded to include additional events.
- The `hide_private_data` option, when set to `true`, prevents parameters and results for Web Service requests from being printed in the log. This setting also applies to HTTP_Bridge.

**Interaction Routing Designer**

- The View object, used to extract interactions from queues in business processes is enhanced:
    - A new Scheduling tab enables you to specify scheduling conditions.
    - A new Database Hints tab, used for Oracle databases, enables you to enter special tags to optimize performance.
    - A new Segmentation tab enables you to submit an equal number of different interaction types and to limit the total number of interactions submitted to a strategy.
    - The General tab includes a new field that enables you to specify how often Interaction Server should check the queue associated with the view and, if necessary, adjust the number of interactions that can be submitted to a strategy.
- The Workbin object includes a new Queue tab that can be used for escalation and for other purposes.
- The Function object contains several new Date and Time functions that you can use when setting the scheduled time in interactions.

## Universal Routing 7.6.0

Some of the primary new features added to Universal Routing in this 7.6.0 release include the following:

**Load Balancing**

- The improved interaction load-balancing solution provides an accurate account of the number of interactions at each target site, including calls in transition, in a multi-site implementation.
- The load-balancing solution includes three new statistics: RStatExpectedLoadBalance, RStatLBEWTLAA, RStatExpectedLBEWTLAA. The RStatCallsInQueue and RStatLoadBalance statistics have been enhanced. For more information on these statistics, please see the *Universal Routing 7.6 Reference Manual*.
- To support reporting on the load-balancing solution, URS provides a new option, report_statistics, which, when enabled, attaches additional statistical information to calls. It enables you to report on both real-time and historical reporting of calls in transition.

**Universal Routing Server 7.6 Features**

- *Router self-awareness* now enables URSs deployed in load-sharing mode to communicate with each other regarding selected targets and target statistics. This addresses race conditions and load-balancing issues that can occur in such an environment.
- URS now helps to distinguish between interactions that URS has attempted to route and those default-routed from the switch, enabling accurate reporting.
- URS now provides reason descriptions for interactions clearing virtual queues, which can be used for reporting on why interactions left the virtual queue.
- Communication between Universal Routing components and other Genesys components are now secured with Transport Layer Security (TLS) protocol that is based on the Secure Socket Layer (SSL) 3.0 protocol.

- URS now provides the flexibility and security of defining the client-side port of the client/server connection. This enables secure communication between URS and Custom Server and other servers through firewalls.

**Interaction Routing Designer 7.6 Features**

- IRD now enables you synchronously to load a routing strategy across multiple route points in a URS load-sharing environment. This simplifies loading/unloading the same routing strategy on every URS for each route point.
- IRD now provides secure connections to web services by providing authentication options for web-service connectivity within the Web Service object.
- A new function, StrTargets, facilitates the creation of comma-separated lists of targets, which can be used as input parameters for Genesys-provided subroutines. This function enables you to select targets from a list instead of typing each target manually.
- A new function, ExtrouterError, changes the default way in which URS reacts to the failure to get a remote access number.
- The Exclude Agents function, which excludes agents from the target list, has been enhanced.
- The InVQWaitTime function has been enhanced.
- IRD now enables you to lock a strategy or subroutine. A warning message is displayed when users try to open locked strategy or subroutine.
- The IRD installation process now provides configurable security banner messages.
- Enhanced import and export capabilities mitigate issues arising from different environments and versions.
- Strategies and subroutines can be exported/imported with or without all associated objects. Objects can also exported/imported independently from the strategy or subroutine with which they are associated.
- Users can now edit exported strategies, subroutines, and objects before importing them into another location.
- IRD now enables you to move variable definitions from one strategy to another.
- IRD now enables you to view a loaded strategy without first having to unload it.
- A new option, inactivity-timeout, enables IRD to be locked when it has been inactive for a specified period of time.
- IRD now enables you to specify the Subject for input parameters when creating subroutines. *Subject* represents the nature of the input parameter and currently includes `Statistic`, `Strategy`, `Subroutine`, `List`, `InteractionData`, `BusinessAttribute`, `Application`, and `VirtualQueue`.

# Directories on This CD

**configuration_database_upgrade_scripts**
Contains the Configuration Database Update Scripts.

**configuration_wizard**
Contains the Universal Routing Configuration Wizard.

**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 configuration.

# 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. We recommend that you read the release notes first followed by the "Getting Started" section of the *Universal Routing 7.6 Deployment Guide*.

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.

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# 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 Routing 7.6 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:

- *Genesys Supported Operating Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

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# Legal Notices

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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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