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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 is external to the enterprise.

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 business value of the interaction, 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.

Genesys Orchestration Server (ORS) is a new Genesys component which is an open standard-based routing platform, managing customer sessions across media types, binding all disparate interactions from a customer to a more cohesive Service. Orchestration Server constitutes an SCXML engine, with a built-in Web Service and RESTful interface functionality, facilitating external HTTP(s) requests.

A functioning environment which involves Orchestration Server should include Universal Routing Server, Framework with Genesys Administrator or Genesys Configuration Manager, and an Application Server for provisioning. Users can build SCXML applications using Genesys Composer or any other IDE they would prefer.

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

New Features in 8.0.x

Universal Routing 8.0.1

Universal Routing Server (URS) 8.0.1 Features

- Genesys Universal Routing Server (URS) 8.0.1 supports Genesys

Orchestration Server (ORS) 8.0.1. This combination of URS and ORS is known as Orchestration Platform.

- URS optionally allows routing inbound calls to agents who have been assigned to outbound activity. This maximizes Agent utility in a blended environment.
- URS now allows nested parameters for Web Service requests through the Web Service object, and also facilitates WSDL file import with such a parameters construct.
- URS now provides message rendering capabilities through Genesys Universal Contact Server (UCS).
- URS now provides capabilities for Intelligent Workload Distribution(iWD) to set priorities to interactions (iWD interactions) in a configurable fashion. Users can set a minimum threshold or programmatically cancel periodic priority checking of iWD interactions by URS.

Interaction Routing Designer (IRD) 8.0.1 Features

- Genesys Interaction Routing Designer (IRD) 8.0.1 now supports the `SubmitNew` function (`Submit New Interaction`object) in tandem with Interaction Server, facilitating the creation of new interactions; helping to build end-to-end workflow.
- IRD now provides additional flexibility with the `Find Interaction` object by allowing strategy variables to be used in "condition" expressions.
- IRD now allows the use of strategy variables as Interaction Parameter Names in `Update Interaction` and `Update UCS Record` objects.
- IRD now allows "Capture Point" applications as Media servers in Business Process diagrams within IRD. Capture Point is a new application object defined in Genesys Management Framework 8.0.3 specifically to be used with Intelligent Workload Distribution (iWD).
- In IRD, the message content obtained from Universal Contact Server (UCS) through the Standard Response Library (SRL) can be utilized in creating automated SMS or email interactions and notifications (`Render Message Content` object).
- IRD now provides a new option: `Don't Send User Data`, applicable only to Multimedia objects `External Service` and `Submit New Interaction`. Users have the option to enable sending user data when using these objects. Other objects such as `Find Interaction`, `Update Interaction`, and Workflow and Resource Management objects will not send user data by default, without explicitly turning off the function. This helps to minimize network traffic between URS and Interaction Server.
- IRD provides special events (`Distribute Custom Event` object), such that Interaction Server, reporting clients and logging DB, would be able to capture the same, thereby improving reporting details.
- IRD is now supported on the Windows 2008 and Windows 7 operating systems.

Orchestration Server (ORS) 8.0.1 Features

- Genesys Orchestration Server (ORS) is an interpreter engine for

State Chart XML (SCXML) and ECMAScript scripts. The SCXML standards supported in this release are confined to W3C standards of SCXML 1.0. Support of the SCXML specification is for the draft dated May 7, 2009.

- ORS provides session handling capabilities for all type of interactions, and is able to orchestrate the same across different Genesys Solutions such as GVP, Outbound, eServices, and others.
- ORS supports clustered architecture addressing high availability and load balancing features, and does not require any other applications to implement these features.
- ORS provides persistence functionality for all interactions/sessions across multiple Orchestration services by provisioning a repository for all sessions. In the event of failure, all other Orchestration services will be aware of these open sessions.
- SCXML application provisioning is achieved through an Application Server or Web Server. In this release, ORS supports IIS, Apache/Tomcat, Web Sphere and JBoss.
- ORS supports local caching of SCXML applications.
- Orchestration services can be queried through an HTTP request for run-time status on all sessions. This real-time information also provides ORS application information, generic data such as processing time, version and so on. It also includes statistical data such as active numbers of interactions, sessions, agents and other data.
- ORS has built-in Web Server functionality facilitating HTTP(s) requests from external applications. This interface supports requests for starting a session, querying a session, terminating a session, and sending requests to any active sessions from external applications.
- The HTTP interface supports the following methods through HTTP calls:
  - o Start Session – Start a session by invoking the corresponding SCXML application as a parameter for this request.
  - o Stop Session – Stop an active session from an external request.
  - o Request – Request session information or statistics from the ORS based on session id and other information linked to the session.
- ORS utilizes functional modules to get queue and statistics information based on SCXML application definitions. Please refer to the deployment and reference documents for more details.
- ORS supports asynchronous handling of eServices sessions by connecting to the Interaction Server and pulling interactions from different queues based on criteria defined within the SCXML application.
- ORS provides an open and easy integration through RESTful interface with external applications such as Web-based applications, Business Rule Management Systems (BRMS), or any third-party applications.
- ORS is compatible with Composer 8.0.3. Users are able to use Composer to build and deploy SCXML/ECMAScript based applications.
- Genesys Orchestration Server (ORS) 8.0.1 supports N+1 architecture with clustered services. This architecture approach extends the redundancy features and load balancing of Genesys

Universal Routing Solution. The architecture is transparent such that the addition of new Orchestration Services into the existing infrastructure will not disrupt the platform's operations.

- ORS clustered approach provides uninterrupted processing of sessions regardless of server instance failures. As a result, ORS will not have a single point of failure, improving availability of session processing, in turn achieving multiple 9s.
- ORS provides message rendering capabilities through Genesys Universal Contact Server (UCS). The message content obtained by UCS can then be utilized in creating automated SMS or Email interactions.
- ORS is supported on Windows and Linux operating systems.
- ORS is supported on Solaris SPARC from version 8 to 10 for both 32 and 64 bits.
- ORS supports VMWare version 5.x to 7.x.
- ORS supports the Cassandra open source distributed database management system for persistence functionality.

Custom Server 8.0.1 Features

- No updates for this release.

Universal Routing 8.0.0

Support for external calls

- Universal Routing now provides, built in as part of the IP, a new HTTP interface in addition to HTTP bridge service. The new interface facilitates SOAP and HTTP(s) calls into Universal Routing Server (URS).
- The HTTP interface supports the following methods through HTTP or SOAP calls:
  - RunStrategy – Runs an existing IRL strategy with this request, resulting in independently running a strategy.
  - GetTarget – Provides information on an available target based on statistics, priority, and media type.
  - GetStatistics – Enables you to request statistics from URS based on a list of targets such as agents, queues, and so on. Note that the statistics retrieved are specific to URS.
- URS provides functional modules catering to Orchestration Server requests based on SCXML application. For more information on this functionality, see the *Universal Routing 8.0 Deployment Guide*.

Universal Routing Server (URS) 8.0.0 Features

- All connections originating from URS can now be secured through firewalls with client-side port definition. You can define these ports when connecting other Genesys applications to URS.
- URS now enhances UUI data readability by providing functions to convert it into different data types.

- URS now provides Transport Layer Security (TLS). For more information on this feature, see the *Universal Routing 8.0 Reference Manual*.
- URS has new options to mask ring-back on transferred calls. You can now continue call treatment on the transfer leg. This functionality applies to all T-Servers.
- URS now provides a new function, `StrNextToIndex,` to help the `StrAsciiTok` function manage the indexing sequence when using two or more variables.
- URS now provides alarms and log messages when it discovers issues that occur during external routing of interactions. This alarm message is propagated to Message Server once across many calls.
- Genesys Universal Routing 8.0 is now supported on Linux 5, VMWare, IBM LPAR.
- Genesys Universal Routing 8.0 now supports SQL Server 2008 and 2005 clustered DB; it also supports Oracle 11g, Windows 32/64 bit 2008, and IBM AIX 32/64 bit version 6.1.

Interaction Routing Designer (IRD) 8.0.0 Features

- IRD 8.0.0 does not support SCXML applications, but will continue to support existing IRL strategies developed using previous versions of IRD.
- IRD now provides Jump to Strategy functions that can move control across tenants based on tenant parameters and the target strategy name.
- IRD is now supported in Citrix environments, specifically Citrix XenApp Ver 4.0 and 4.5.
- IRD provides the `CallUUID[]` function to attach the TEvent Attribute of the CallUUID as attached data.
- You can now use Division Arithmetic Operators within the `SetTargetThreshold` function expression and on the Threshold tab.
- IRD now supports installation of multiple versions of IRD 8.0 on the same machine. Note that you cannot have both IRD 8.0 and an earlier version of IRD on a single machine.
- IRD now provides functionality to exit call treatment with different options based on caller entered digits.

Custom Server 8.0.0 Features

- No updates for this release.

Directories on This CD

configuration_database_update_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 8.0 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.

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 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:

- *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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