Genesys

VoiceGenie 7.2.100 Hot Fix 36

Media Platform Release Notes

March 2013

Proprietary / Copyright Information

About Genesys

Genesys is the world's leading provider of customer service and contact center software - with more than 4,000 customers in 80 countries. Drawing on its more than 20 years of customer service innovation and experience, Genesys is uniquely positioned to help companies bring their people, insights and customer channels together to effectively drive today's customer conversation. Genesys software directs more than 100 million interactions every day, maximizing the value of customer engagement and differentiating the experience by driving personalization and multi-channel customer service - and extending customer service across the enterprise to optimize processes and the performance of customer-facing employees. Go to www.genesyslab.com for more information.

Each product has its own documentation for online viewing at the Genesys Technical Support website or on the Documentation Library DVD, which is available from Genesys upon request. For more information, contact your sales representative.

Notice

Although reasonable effort is made to ensure that the information in this document is complete and accurate at the time of release, Genesys Telecommunications Laboratories, Inc. cannot assume responsibility for any existing errors. Changes and/or corrections to the information contained in this document may be incorporated in future versions.

You are Responsible for Your System's Security

You are responsible for the security of your system. Product administration to prevent unauthorized use is your responsibility. Your system administrator should read all documents provided with this product to fully understand the features available that reduce your risk of incurring charges for unlicensed use of Genesys products.

Trademarks

Genesys, the Genesys logo, VoiceGenie, and T-Server are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other trademarks and trade names referred to in this document are the property of other companies. The Crystal monospace font is used by permission of Software Renovation Corporation, www.SoftwareRenovation.com.

Released by

Genesys Telecommunications Laboratories, Inc. www.genesyslab.com

Table of Contents

Overview

This document contains the following:

- Product Version Identification for the updated hot fix
- Hot-Fix Installation Instructions
- Fixes

Please refer to the 7.2.100 GA version of the release notes for the following information which has not changed:

- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Known Limitations

Product Version Identification

Product Name	VoiceGenie Media Platform
Version	7.2.1 HF 36
Release Date	March 2013

Media Platform Information	
Package	phoneweb-7.2.1-RHEL4_HF36.tar.gz
Operating System for Telephony Box	Red Hat Enterprise Linux 4.0 Update 6

Installing / Configuring VoiceGenie Hot Fix

1) Stop the Media Platform.
2) Upload the hot fix phoneweb-7.2.1-RHEL4_HF36.tar.gz using the product manager in the SMC console.
3) Create a new Media Platform profile and deploy it using the Deployment manager.
4) Start the platform.

Fixes

The following issues have been addressed in this release:

ER #	Summary
319411651	MP doesn't send pause with HKF

- Introduced a new parameter called *mpc.dtmf.pauseduration* to specify the duration of a pause DTMF. Possible values are 10 to 1000 milliseconds. The default value is 200 milliseconds.