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About This Software

Multimedia is a set of capabilities for the Customer Interaction Management (CIM) Platform. These capabilities enable customers to use graphical user interfaces to implement business process requirements for managing real-time events and processing events over time. As an architecture for non-voice media, the Multimedia capabilities provide a common processing layer for creating event-driven relationships across CIM Platform media options such as Genesys E-mail, Web Media, and Open Media.

This CD contains Genesys Knowledge Management. Knowledge Manager, the user interface component of Genesys Knowledge Management, is used to create and manage the knowledge base's category system, standard responses, and content analysis models.

Content Analyzer, an optional enhancement to Knowledge Management, requires a separate license. Content Analyzer uses natural language processing technology. This software analyzes incoming interactions and assigns them to categories of responses in the standard response category system stored in the Universal Contact Server databases. This application also uses a sophisticated technology to learn from specific examples or past response history.

Knowledge Management must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of Multimedia.

New Features

Knowledge Management 7.6.1 contains the following new features:

- The ability to screen emails by inbox.
- Improved searching of Standard Responses.
- The ability to view attachments in Knowledge Manager.
- The ability to select the language to use in spellcheck.
- Support for IBM DB2 9.1.
- Support for Internationalized Domain Names.
- Support for Microsoft Vista.

- The ability to work with agent lists.

Knowledge Management 7.6.0 contains the following new features:

- Support of Japanese in Content Analysis.
- Ability to select which screening rules are exported.
- Filtered copies of training objects.
- Support for Internet Explorer 7.
- Support for Red Hat Enterprise Linux 4.0.
- Support for Java Virtual Machine (JVM) 1.5.

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 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 [Multimedia Release Advisory](#).

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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.

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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 Multimedia Knowledge Management 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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 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 Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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;

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