Genesys 7
Multimedia

GENESYS
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Web Media

Version 7.6

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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 Web Media, a separately-packaged media channel for the CIM Platform. Genesys Web Media is a highly flexible and unified chat management solution with extensive real-time and historical reporting capability. As a part of the CIM Platform, Genesys Web Media integrates seamlessly with related products such as:

- **Universal Routing**—to move interactions between queues, deliver them to targets, and invoke other services such as classification, screening, automatic reply, forwarding, and so on.
- **Genesys Supervisor Desktop**—to make immediate, manual adjustments to interactions within a business process' interaction queue, and to silently monitor chat sessions.
- **Genesys Agent Desktop**—to manage multiple chat sessions, receive automated suggested responses, perform spell check, manage customer profiles, view contact history across media.
- **CIM Platform Knowledge Management**—to leverage standard responses, screening rules, and classification services.

Genesys Web Media offers management capabilities that are as extensive or as simple as the business process that incorporates its services.

Note: Genesys Web Media must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of Multimedia.

New Features

Genesys Web Media 7.6.1 includes no new features.

Genesys Web Media 7.6.0 includes the following new features:

- Notification to the agent when a customer is typing during a chat session.
- 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.

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 Genesys Web Media 7.6 customer. For a list of the software versions that are on this CD, click

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*

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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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