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## About This Software

Genesys eServices (formerly Multimedia) 8.0.x provides a set of capabilities for the Customer Interaction Management (CIM) Platform that enable customers to automatically and efficiently distribute non-voice interactions to the optimal resource at the optimal time. The eServices architecture supports these specific CIM Platform media options: Genesys E-mail, Genesys Chat, Genesys SMS, Genesys Web Collaboration, and 3rd Party media.

This CD contains the components for Genesys Interaction Management, the core functionality of eServices on the CIM Platform.

## New Features in Release 8.0.x

### Interaction Management 8.0.21

Interaction Management 8.0.21 contains the following new features:

- Enhancements to Integrated Capture Points for Intelligent Workload Distribution (iWD):
  - XML file support
  - Verification using XML Schema definition
- All customer interface samples updated
- Support of IBM AIX 7.1

### Interaction Management 8.0.2

Interaction Management 8.0.2 contains the following new features:

- Integrated Capture Points for iWD

Integrated Capture Points allow integration between Interaction Server and a wide variety of source systems, to create new interactions as well as perform other actions, such as updating interaction properties, and holding, resuming, or stopping processing of an interaction. Integrated Capture Points replaces much of the Capture Point functionality of iWD (intelligent Workload Distribution) while providing increased performance, stability, and simplified deployment.

## Interaction Management 8.0.1

Interaction Management 8.0.1 contains the following new features:

- Web Callback
  - Sample Web Callback customer interface
  - Sample Web Callback Business Process
- Survey Application
  - Sample Survey page
  - Sample Survey Business Process
- Diagnostics
  - Diagnostic/statistics in agent reservation mechanism
  - Deadlock diagnostic/counters
  - Indication of user data hidden in log
- Interaction Model
  - New interaction attribute `assigned_at`
  - `completed_at` timestamp
  - Hold state and Hold/Resume operations
- Interaction management
  - Multiple interaction lifecycle enhancements
  - Ability to pull interaction by ID and to resume processing
  - Immediate user data update by media server
- Interaction Server scalability: 30% gain in efficiency
- Agent management
  - New option to disallow multiple connections per agent
  - Not ready by media when interaction times out
- Enhanced failover capabilities with G-Plus Adapter
- New OS platforms support
  - Windows 2008
  - IBM AIX 6.1
  - Red Hat Enterprise Linux 5
- New DB platforms support
  - Oracle 11
  - IBM DB2 9.5
  - MSSQL 2008

## Interaction Management 8.0.0

Interaction Management 8.0.0 contains the following new features:

- Workflow management functions (dynamic workflow changes).
- Resource management functions (dynamic agent state changes).
- Search by External ID.
- Support of ESP servers in Application Clusters.
- Support of default queue/business process.
- Availability of request messages to different client types, enabling reporting clients to access workbin statistics.
- Support for an API for Media Server to move interactions among queues.
- Web API Server Java based on Platform SDK.
- Updated look and feel for web samples.
- Support of "global queues," that is, queues that can access:
  - All interactions at the tenant or business process level, or
  - All queues at the tenant level that meet a specified condition.
- Ability to limit the amount of user data sent to reporting engines, URS, agent,

and ESP Servers.

- Option to provide notification about property changes for interactions located in workbins.
- Event timestamp provided in all reporting events.
- Immediate updates of interactions in the UCS database.
- Ability to search contact history (including archived), customer records, standard responses.
- Support for these features of other Genesys products:
  - Ability to receive and store interactions from Genesys LivePerson Adapter.
  - Methods available through the Platform SDK have been extended to provide Universal Contact Server new features.

The following capabilities are discontinued in the 8.0.0 release:

- Support for Windows 2000.

## Directories on This CD

### **configuration\_wizards**

Contains wizards used to configure the software.

### **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.

### **ThirdPartyApplications**

Contains third-party software used in conjunction with eServices Interaction Management.

## Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [eServices 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 eServices Interaction Management 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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## Supported Operating Environment Information

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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