GENESYS
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eServices
SMS Server
Release 8.0

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About This Software

Genesys eServices (formerly Multimedia) 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 Genesys SMS Server, a separately-packaged media channel for the CIM Platform. Genesys SMS Server is a highly flexible and unified SMS management solution.

Genesys SMS Server offers management capabilities that are as extensive or as simple as the business process that incorporates its services. Genesys SMS Server must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

New Features in Release 8.0.x

Genesys SMS 8.0.2

Genesys SMS 8.0.2 is a maintenance release. It supports the overall eServices 802 solution.

Genesys SMS 8.0.1

Genesys SMS 8.0.1 contains the following new features:

- Support for customer-sent MMS messages.
- Flexible Mode Detection (session vs. page mode).
- Support for Primary/Backup SMS Server.
- The ability to Load Balance SMS Server to multiple Chat Servers.
- Support for Primary/Backup Interaction Servers.
- Integrated with Genesys Standard Response Library for automated responses and acknowledgments..
- New Operating System platform support:
  - Windows 2008
  - IBM AIX 6.1
  - Red Hat Enterprise Linux 5

Genesys SMS 8.0.0

Genesys SMS 8.0.0 contains the following new features:

- Support for general SMS centers and providers.
- Categorization and screening of SMS.
- Auto-acknowledgment, auto response.
- Support for multiple concurrent SMS sessions
- SMS Desktop – an agent user interface tailored for SMS interactions.

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 [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.

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 SMS Server 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*](#).

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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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;

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