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About This Software

Genesys eServices (formerly Multimedia) provides a set of capabilities for the Customer Genesys Chat (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 Social Messaging Management, Genesys Chat, Genesys SMS, Genesys Web Collaboration, and 3rd Party media.

This CD contains Genesys Chat (formerly Genesys Web Media), a separately-packaged media channel for the CIM Platform. Genesys Chat is a highly flexible and unified chat management solution with extensive real-time and historical reporting capability.

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

Note: Genesys Chat must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

New Features in Release 8.1.x

Genesys Chat 8.1.002

Genesys Chat 8.1.002 contains the following new features:

- Ability to configure multiple protocol ports of any chosen type
- Ability to specify how long Chat Server waits for a reply from Interaction Server

Genesys Chat 8.1.000

Genesys Chat 8.1.000 contains the following new features:

- High availability mode for chat
- Documentation describes implementation of the following in a chat solution:
    - Agent to agent chat
    - Send file to customer
- Private whisper coaching
- Support of TLS
- Support of client-side port functionality

- Additional operating system support:
  - Red Hat Enterprise Linux 5 64-bit compatibility
  - Red Hat Enterprise Linux 5 64-bit native
  - Windows Server 2008 64-bit native

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 documentation is provided on the Genesys Documentation website, and on the Documentation Library DVD or the Developer Documentation CD 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 Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the *Customer Care Program Guide*. Please tell the Customer Care representative that you are a *Genesys Chat 8.1* customer.

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 Genesys documentation 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 Customer Care website in the following documents:

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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