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About This Software

Genesys eServices (formerly Multimedia) 8.1.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 Social Engagement, Genesys SMS, Genesys Web Collaboration, and 3rd Party Media.

This CD contains the components for Genesys Social Engagement, which enables eServices to receive and process interactions from social media sites.

New Features in Release 8.1.x

Social Messaging Management 8.1.4

Social Messaging Management 8.1.4 contains many enhancements to the Facebook and Twitter channels. Some examples:

- Both Facebook and Twitter:
    - In the workbin interaction list, you can select multiple interactions of the same media type and direction (inbound/outbound) and have a single action button for all of them.
    - Solicited outbound interactions can be opened in a new interaction window.
- Twitter:
    - You can add a graphic attachment from Standard Responses.
    - The retrieval of friends/followers lists has been redesigned to handle millions of contacts.
- Facebook:
    - Channel information displays in outbound interactions
    - Image attachments in comments are displayed.
    - Hashtags in the interaction display as highlighted clickable links.
    - Graphics from local storage can be attached to unsolicited outbound posts.
    - Graphics from standard responses can be attached to unsolicited outbound posts.
    - Two new roles are added to control agents' ability to remove comments and posts.
- Social Messaging Server: support of IPv6, TLS, and client-side port definition

Social Messaging Management 8.1.210

Social Messaging Management 8.1.210 contains the following new features:

- Java 7 is supported.
- The Facebook-related components support changes implemented by Facebook on 07/05/13.

Social Messaging Management 8.1.201

Social Messaging Management 8.1.201 contains the following new features:

- Ability to create new tweets and Facebook posts
- Ability to reply to Facebook private messages
- Ability to attach images to Twitter messages
- Various improvements to the Interaction Workspace interface for social media interactions
- Improvements to Social Messaging Server
- Support of Red Hat Enterprise Linux 6.0 64-bit native

Social Messaging Management 8.1.2

Social Messaging Management 8.1.2 contains the following new features:

- RSS Supported as an inbound channel
    - New RSS Driver for Social Messaging Server
    - New RSS Business Process
    - New RSS Plug-in for Interaction Workspace
- Genesys Agent Desktop (GAD) Social Messaging Plugin enhancements
    - Follow/unfollow support for Twitter
    - Insert standard responses
    - Message URLs are hyperlinked
- Twitter and Facebook Interaction Workspace Plug-ins now allow copying of message text to the clipboard
- Twitter support enhancements
    - Error handling in the sample business process
    - Updates to the followers and friends lists
    - Use of the stream API

Social Messaging Management 8.1.1

Social Messaging Management 8.1.1 contains the following new features:

- Interaction Workspace Plug-Ins for use with Twitter and Facebook
- Updated Twitter Driver to support new functionality in Interaction Workspace Plug-in for Twitter
- Updated Twitter and Facebook Business Processes to support:
    - Functionality in Interaction Workspace Plug-ins for Twitter and Facebook
    - Additional keys for intelligent Workload Distribution (iWD) workflow

Social Messaging Management 8.1.0

Social Messaging Management 8.1.0 contains the following new features:

- Sample Facebook applications for Genesys Chat, Genesys E-mail and Genesys Web Callback
- Additional sample Business Process for Facebook that utilizes Genesys Intelligent Workload Distribution (iWD) for interaction management
- Enhancements to Interaction database for improved display of social attributes

in iWD
- 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
  - Windows 7 64-bit compatibility

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 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 [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are an *eServices Interaction Management 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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