Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide

Supplement to Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide

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Welcome to the Supplement to the Gplus Adapter 8.0 for SAP ICI Multi-Channel Deployment Guide. It provides descriptions of new features introduced in 8.0.2 release of this adapter.

8.0.2 Features Support

The following features are described in this supplement:

Released in Version	Feature Name	Date Released
8.0.210.00	Configuring which Work Modes are sent to SAP	October 1, 2018
8.0.200.18	Auto-answering by Call Type	Verified November 10, 2016
8.0.200.17	SAP ICI Proxy	September 2, 2016
8.0.200.12	Working with Outbound Personal Callbacks	April 22, 2016
8.0.200.09	SAP Agent Dashboard	March 7, 2016
	Configuring the Agent Name for Chat Sessions	
	Changes to Quality Assurance Review Functionality	
	Disabling Agent Mailboxes	

> ## Important
>
> - Genesys does not the support the concurrent agent use of Gplus Adapter and a different desktop application by the same agent at the same time.
>
> - 8.0.2 release of the Adapter requires 64-bit Java.

Documentation Update

Update Date	Details
January 25, 2019	A new Configuring SAP System section was added to the SAP ICI Proxy topic about the requirement to configure the RFC Destination.
April 22, 2016	The Working with Outbound Personal Callbacks topic was revised to reflect that this feature is only available starting with version 8.0.200.12 instead

Update Date	Details
	of 8.0.200.09, as previously indicated. It also includes an associated new option that replaces the option that was removed.