

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Supplement to Gplus Adapter for Siebel CRM Deployment Guide

Contents

- 1 Supplement to Gplus Adapter for Siebel CRM Deployment Guide
 - 1.1 New In This Release
 - 1.2 New Features Deployment

Supplement to Gplus Adapter for Siebel CRM Deployment Guide

Welcome to the Supplement to the Gplus Adapter 8.0 for Siebel CRM Deployment Guide. It provides descriptions of new features introduced in 8.0.3 release of this adapter and any other changes to deployment information that are not reflected in the PDF.

New In This Release

8.0.310

The following new features or functionality are included in this 8.0.310 release:

| Feature | Affected Adapter Components |
|--|---|
| Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization | Gplus Adapter for Siebel CRM Configuration Synchronization |
| Custom fields verification during campaign synchronization | Gplus Adapter for Siebel CRM Campaign Synchronization |
| Optimized search query while accessing Siebel business components | Gplus Adapter for Siebel CRM Campaign Synchronization |
| A new configuration option, xml-dump-dir , to control additional logging of XML messages | Gplus Adapter for Siebel CRM Campaign Synchronization |
| Support for SIP Cluster | Gplus Adapter for Siebel CRM Voice Component |
| Support for OpenJDK 8 or Oracle Java 8 Developer's Kit (JDK) | Gplus UCS Gateway Server for Siebel CRM |
| Support for Siebel CRM IP2017 and Siebel CRM 2018 Note: Siebel IP 2017 and IP 2018 are only supported by Gplus Adapter for Siebel CRM 8.5. See the 8.5 Deployment Guide for information." | All |
| Support for Windows Server 2016 | All |
| Support for UTF-8 encoding | Supported by the following components: Gplus Adapter for Siebel CRM, Multimedia Component Gplus Adapter for Siebel CRM Voice Component Gplus Adapter for Siebel CRM Media Routing Component Gplus Communication Server for Siebel CRM |

| Feature | Affected Adapter Components | |
|---|--|--|
| | Gplus UCS Gateway Server for Siebel CRM | |
| New options to control client connections | Added support for Gplus Communication Server for Siebel CRM and Gplus Adapter for Siebel CRM Configuration Synchronization | |

8.0.300

The following new features or functionality are included in this 8.0.300 release:

| Feature | Affected Adapter Components |
|---|--|
| Support for Siebel version 16.0 (IP2016). | All |
| Support for Unresponsive Process Detection | All except of Gplus UCS Gateway for Siebel CRM |
| Support for SIP Preview Interaction | Gplus Adapter for Siebel CRM Voice |
| Support for Genesys Call Recording | Gplus Adapter for Siebel CRM Voice |
| Support for Sending Chat Transcript via Siebel-side E-Mail | Gplus Adapter for Siebel CRM Multimedia |
| Support for Campaign Templates | Gplus Adapter for Siebel CRM Campaign Synchronization |
| Support for TLS v1.1 and v1.2 | All |

New Features Deployment

Articles that describe new feature deployment can be one of two types: "New" and "Updated".

- Articles of the "New" type can be read and applied as independent section. All procedures in this section are complete sufficient and should not be integrated into any other procedures. Just follow the procedure as provided.
- Articles of the "Updated" type should be read and applied in parallel with corresponding PDF chapters.
 Procedures in these chapters may refer to legacy procedures and contain additional steps to them.
 Steps like "Doing step X of procedure Y do action Z" or "After the step X of procedure Y do sub-step Z" are possible there.

| Released in Version | Feature Name | Article Type | Date Released |
|---------------------|---|--------------|----------------------|
| 8.0.310 | Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization | New | December 19, 2018 |
| | Transport Layer Security Support - new options for client connection control | Updated | |

| Released in Version | Feature Name | Article Type | Date Released |
|---------------------|--|--------------|-------------------|
| | Common Changes, Chapter 1: System Requirements section | Updated | |
| | Common Changes, Chapter 4, Deploying the Configuration Synchronization Component section | Added | |
| | Common Changes, Chapter 5, Deployment Guide Common Changes | Added | |
| 8.0.300 | Common changes to the Deployment Guide | Updated | |
| | Sending Chat Transcript via Siebel-side Email | Updated | |
| | Genesys Call Recording Support | Updated | |
| | Unresponsive Process Detection Support | New | December 15, 2016 |
| | Campaign Templates Support | New | |
| | Transport Layer Security Support | New | |
| | SIP Preview Interaction Support | New | |