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Universal Routing Reference

Updates to Existing 8.1.4 Documentation

12/20/2025

Updates to Existing 8.1.4 Documentation

Below are documentation updates for the *Universal Routing 8.1 Reference Manual*:

Chapter Number	Chapter Name	Update Summary
2	IRD Objects	<p>Classification Object Update</p> <p>Classification Server 8.5 and Strategy Execution</p> <p>Identify Contact Object Update</p> <p>Web Service Object Update</p> <p>Workbin Owner Types and Compatible Target Types</p> <p>Using Variables - Find Interaction Object</p> <p>Also see the Security section below.</p>
3	URS/IRD Functions	<p>Additional Data Returned by SelectDN</p> <p>New or Updated Function Descriptions</p>
4	URS Options	New or Updated Configuration Option Descriptions
Appendix C	URS Methods	<p>Estimated Wait Time Improvement Using URS Web API</p> <p>Additional Information on HTTP Report Method</p>
Various	Other Updates	<p>Maximum Characters for Combined Length of Target and Stat Server Name</p> <p>Distribution of Multimedia Interactions During Shutdown or Backup Mode</p> <p>Removal of 9999 License Limit</p> <p>Maximum Length Limitation for Text Field on Web Service Object</p> <p>Corresponding Genesys Administrator (GA) Screenshots for Old Configuration Manager (CME) Screenshots</p>
Security		Secure communication with Workforce Management Server

Chapter Number	Chapter Name	Update Summary
		<p>using the standard Transport Layer Security (TLS) protocol. See the Transport Layer Security section in the <i>Genesys Security Deployment Guide</i> for details.</p> <p>IRD supports TLS 1.2. The Security TLS Protocol control in the Web Service object contains a new value, TLSv12.</p> <p>IRD supports communication with Message Server through a secure port. To configure a secure connection to Message Server, refer to the <i>Genesys Security Deployment Guide</i>.</p> <p>TLS Support: When connecting to a server through a security channel (TLS), URS relies on Genesys Security Layer. Server-side and Mutual authentication are supported as specified in the <i>Secure Connections (TLS)</i> section of the Genesys Security Deployment Guide.</p>