# GENESYS™

# Microsoft Skype for Business Deployment Guide

UTF-8 Encoding

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## Contents

UTF-8 data encoding enables T-Server and the Connector to work with multi-language data that is encoded with UTF-8. This support applies to attached data, IM treatments, and usernames.

## Log Files

The Genesys log library supports transparent printing of UTF-8 strings. However, it does not print byte order mark (BOM) at the beginning of log files. To represent data properly, the log viewer must have default encoding "UTF-8" (or "UTF-8 without BOM"). Some text editors (like notepad++) allows to switch between encoding modes. T-Server, by default hides sensitive data (for example, treatments parameters), and prints the attribute length only.

The UCMA Connector requires additional configuration to print non-ASCII characters in a log. In the **[Log]** section, set the **fileEncoding** option to utf-8 to enable this feature.

## Presence Activity

T-Server is able to set the presence state of a Lync user to a state that depends on transactions on the Genesys side. For instance, if a Contact Center agent becomes unavailable because of After Call Work, T-Server publishes the appropriate presence value to Lync for that agent. Microsoft Lync supports Locale IDs referenced for a particular "activity" string. For more information, see Presence.

## Attached User Data

Workspace Desktop Edition uses UserData with the predefined key **IW_FirstMessage** to deliver the first IM message in toast on the E-Ringing event. T-Server does not execute coding/ encoding of the string User Data values. It provides transparent transmission (byte to byte) of the User Data between the T-Clients and servers through ISCC data propagation.

## IM Treatments

T-Server transmits UTF-8 data into the Lync{ via Connector for Instant Message treatments. The Connector considers all IM treatment texts as UTF-8 encoded.

## DN Names

T-Server considers and utilizes DN names as user SIP URIs. Although, T-Server does not have special restriction on URI symbols, Microsoft Lync Server 2013 allows only ASCII characters in URIs, as well as in User names, domain names, etc. Therefore, this release does not support non-ASCII characters in DN names.