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About This Software

Genesys eServices (formerly Multimedia) 8.0 is a set of capabilities for the Customer Interaction Management (CIM) Platform. These capabilities enable customers to use graphical user interfaces to implement business process requirements for managing real-time events and processing events over time. As an architecture for non-voice media, the Multimedia capabilities provide a common processing layer for creating event-driven relationships across CIM Platform media options such as Genesys E-mail and Web Media.

This CD contains Genesys Web Collaboration 8.0, a separately-packaged option for the CIM Platform.

Web Collaboration enables agents and customers to view and navigate web pages together. This enables agents to provide superior customer service by assisting customers in using capabilities of web sites such as making purchases, completing forms, finding information, and so on.

Genesys Web Collaboration must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

New Features in Release 8.0.x

Genesys Web Collaboration 8.0.001.xx

This release includes KANA Live Response Server version 10 release 3 for Windows and Linux platforms. This version of KANA Live Response Server supports Internet Explorer 8 if patch 5, provided on this CD, is applied.

Genesys Web Collaboration 8.0.000.xx

Web Collaboration 8.0.0 contains no new features.

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.

ThirdPartyApplications

Contains the installation files for KANA Response Live Server 10.3 for Windows and Linux, and KANA Response Live Server 10.2 for Solaris, by KANA Software, Inc. Also contains patch 5 for Response Live Server 10.3, which enables support of Internet Explorer 8 (not applicable for version 10.2).

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's 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 [Multimedia Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Web Collaboration 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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 Technical Support 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 Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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