



- About This Software
- Directories on This CD
- Documentation
- Technical Support
- Legal Notices

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About This Software

Genesys eServices (formerly Multimedia) provides a set of capabilities for the Customer Interaction Management (CIM) Platform that enable customers to automatically and efficiently distribute non-voice interactions to the optimal resource at the optimal time. The eServices architecture supports these specific CIM Platform media options: Genesys E-mail, Genesys Chat, Genesys SMS, Genesys Web Collaboration, and 3rd Party media.

This CD contains Genesys E-mail, a separately packaged media channel for the CIM Platform.

Genesys E-mail must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

New Features in Release 8.0.x

Genesys E-mail 8.0.2

Genesys E-mail 8.0.2 is a maintenance release. It includes some corrections and modifications, which are described in the Release Notes of individual components

Genesys E-mail 8.0.1

Genesys E-mail 8.0.1 contains the following new features:

- Support for Survey Application
- Added database support: MS SQL 2008, Oracle 11g, Oracle 10g RAC, IBM DB2 9.5
- Added operating system support: IBM AIX 6.1, Red Hat Enterprise Linux 5.0 32 bit, MS Server 2008, Sun Solaris SPARC 10

Genesys E-mail 8.0.0

Genesys E-mail 8.0.0 contains the following new features:

- The CC field can be added to user data.
- E-mails to customers from external agents no longer contain tags in English, enabling customization for any language.
- The original e-mail can be inserted in the body of a message to an external agent.

The following capabilities are discontinued in the 8.0.0 release:

- Support for Windows 2000.

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.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [eServices 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.

[Return to Top](#)

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 E-mail 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](#)

[Return to Top](#)

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[Return to Top](#)