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About This Software

Genesys eServices (formerly Multimedia) 8.0.x 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 Knowledge Management. Knowledge Manager, the user interface component of Genesys Knowledge Management, is used to create and manage the knowledge base's category system, standard responses, and content analysis models.

Content Analyzer, an optional enhancement to Knowledge Management, requires a separate license. Content Analyzer uses natural language processing technology. This software analyzes incoming interactions and assigns them to categories of responses in the standard response category system stored in the Universal Contact Server databases. This application also uses a sophisticated technology to learn from specific examples or past response history.

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

New Features in Release 8.0.x

Knowledge Management 8.0.21

Knowledge Management 8.0.21 contains the following new feature:

- Sample training object and model for detecting actionability in social media interactions

Knowledge Management 8.0.2

Knowledge Management 8.0.2 contains the following new features:

- Sample screening rules for detecting sentiment and actionability in social media interactions
- Sample training object and model for detecting sentiment in social media interactions

Knowledge Management 8.0.1

Knowledge Management 8.0.1 contains the following new features:

- Role-based access control: you can assign users to roles that allow them to perform only certain tasks (create, delete, approve) on Knowledge Manager objects

Knowledge Management 8.0.0

Knowledge Management 8.0.0 contains the following new features:

- Names of Knowledge Manager objects can include the following additional non-alphanumeric characters: - ! # \$ ^ * . _ { } < >.
- Training tab displays time interval as well as creation time.

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 that is 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 [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.

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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 eServices Knowledge Management 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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