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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, Genesys Social Messaging, and 3rd Party media.

This CD contains the components for Genesys Social Messaging Management, which enables eServices to receive and process interactions from social media sites.

New Features in Release 8.0.x

Social Messaging Management 8.0.21

Social Messaging Management 8.0.21 contains the following new features:

- Additional sample Business Process for Twitter that utilizes Genesys Intelligent Workload Distribution (iWD) for interaction management
- Support of IBM AIX 7.1
- Genesys Agent Desktop Plug-in for Twitter and Facebook supported on Solaris, Red Hat Enterprise Linux, and AIX

Social Messaging Management 8.0.2

Social Messaging Management 8.0.2 contains the following new features:

- Introduction of Genesys Social Messaging Server
 - Twitter and Facebook support
 - Interface for custom integration to other social networks
- Genesys Agent Desktop Plug-in for Twitter and Facebook
- Twitter and Facebook sample business processes
- OS support: Social Messaging Management 8.0.2 supports the same range of platforms as the rest of the eServices product.

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 Social Messaging 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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