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## About This Software

The 8.0 *Gplus* Adapter for SAP Interaction Center Interface (ICI) Multi-Channel is a server application that provides integration between SAP Customer Relationship Management (CRM) and Genesys Framework, thereby enabling telephone and e-mail interactions in the customer's enterprise applications.

The 8.0 *Gplus* Adapter for SAP ICI Multi-Channel solution includes the following component:

Media Routing Component - Enables the integration of SAP work items (ActionItems or SAP E-Mail) into the queuing and routing mechanisms of the connected contact center.

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## New Features in 8.0.x

This section describes new features introduced in the 8.0.1 release:

- Support for three-way conference calling with voice
- Support for BroadSoft Broadworks
- Support for assigning e-mail domains
- Improved multiline support of the agent presence status for the Nortel switch
- Support for Windows Hyper-V Server 2012
- Support for the auto-answering of the following incoming interactions: voice, e-mail, chat, and openmedia
- Support for `cmsPing` messages
- Improved inactivity timeout sessions
- Support for the `OutboundReply` subtype for reply emails

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This section describes new features introduced in the initial release of 8.0.0:

- Outbound Call Reschedule
- Capability to handle multiple other customer requests, such as chat and e-mail
- Agents can now handle up to six concurrent interactions, including mixed interactions, such as voice, chat, and e-mail
- Improved handling of Workmodes
- Improved logging support
- Support for Outbound Active Switch Matrix (ASM) mode
- Support for Outbound call results
- Support for Network Attended Transfer/Conference (NAT/C) transfer and

- consultation
- Support for load-balanced instances of large deployments
- Support for *ActionItem* routing, events, and controls for Genesys Intelligent Workload Distribution (iWD)
- Support for SAP v7.0 Enhanced Pack 1 (eHP1) (also known as v7.01)
- Support for SAP ICI v3.07
- Support for VMWare
- Support for Genesys WebChat with the SAP Chat User Interface (UI), including agent controls and transcript handling

## Directories on This CD

### documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

### gplus\_components

Contains the installation files for the software.

### templates

Contains the application templates used for configuration.

## Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD 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 [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 Care Program Guide](#). Please tell the Technical Support representative that you are a Genesys *Gplus* Adapter 8.0 for SAP ICI Multi-Channel customer.

### 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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## Your Responsibility for Your System

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