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About This Software

The Genesys Voice Platform (GVP) is a VoiceXML-based media server for network service providers and enterprise customers. GVP directly supports RTP/VoIP network connections using SIP. GVP supports TDM/PSTN connections through the use of third party media gateways, allowing the use of T1, E1, T1CAS, E1CAS and ISDN signaling.

GVP supports a wide range of service provider/carrier applications including network IVR, network call qualification and call parking, and speech-enabled voice self-service. GVP supports ISUP, INAP and SS7 connectivity for network based routing environments, through the use of third party signaling and media gateways.

GVP supports a broad number of Enterprise environments, with support for multiple PBX and Hybrid PBXs, media gateways and servers and softswitches.

GVP is available on Windows 2003.

Depending on customer purchasing decisions, additional CDs, such as those for a Speech Vendor, may come with any shipment of GVP 8.0.

New Features in Release 8.0

The following features are included in the 8.0 release:

- Support for a new high-performance VoiceXML 2.1 Interpreter.
- Support for Call Control XML (CCXML).
- Advanced media processing capabilities, including conferencing and video.
- Support for Nuance 5.0 Speech Server with Nuance Recognizer 9.0 (for ASR) and Nuance RealSpeak 4.5 (for TTS).
- Full integration with Genesys Management Framework.
- Support for a new web-based management and configuration console, the Genesys Administrator.
- Support for Genesys Composer Voice, a new Eclipse-based application development tool with VoiceXML debugger.
- Support for Genesys SIP Server as a network interface; SIP Server is now included

with GVP.

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 configuration.

Documentation

Product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software. We recommend that you read the release notes first, followed by the *Deployment Guide*.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

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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.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, and Australia. 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 GVP 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](#).

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Configuration Support

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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