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## About This Software

Interaction Workspace is a new desktop that delivers Dynamic Customer Engagement.

Interaction Workspace is a role-based, task sensitive, and fully extensible smart client application that guides and enhances the customer's experience throughout the enterprise. This application is targeted for contact center agents, back-office experts, and branch office workers.

**Limitation:** Usage of Enterprise SDK that is provided with this release of Interaction Workspace is supported only for the purpose of Interaction Workspace customization.

## Features in Release 8.0.x

The 8.0.2 release of Interaction Workspace includes:

- Interaction Workspace SIP Endpoint:
  - An optional SIP endpoint, installed from a separate CD/DVD, that handles voice communication.
  - Transparent to agents.
  - Mute and volume controls for both the agent's microphone and speaker.
- Language selection at login enables users to select their language preference within Interaction Workspace.
- Security enhancements:
  - Client-side port definition.
  - Selective hiding of log data.
  - Inactivity timeout.
- Switch Support:
  - Ericsson MD110
  - Ericsson MX-ONE
  - Nortel Communication Server 2000/2100

The 8.0.1 release of Interaction Workspace includes:

- A common UI framework that is/supports:
  - Role-based and task-driven
  - Modular by design.
  - Extensible and open.
  - Skin-able.
  - Hot-key enabled.
  - International character sets.
  - Centralized one-click deployment and update.
- Independent functional modules that can be used stand-alone or in a common user interface:
  - Softphone widget for inbound voice call controls (Transfer, Conference, Mute, and Hold).
  - Team IM communication.
  - Multi-channel presence and status.
  - Dynamic keyword search.
  - Contact/client profile and history.
  - Interaction preview.
  - Configurable disposition codes.
  - Configurable KPIs and statistics.
  - Configurable "Not Ready" reason codes.
- Support of Voice:
  - Tier 1 Switch support (refer to the *Genesys Supported Media Interfaces Reference Manual* for the specific switches supported).
  - SIP Server advanced voice capabilities (Emergency recording, SIP preview, and Monitoring).
  - Includes basic Inbound Voice controls.
- Developer toolkit for user interface customization.
- Notes tab to enter information during a call.
- Broadcast messaging.
- Support for SIP Server.

## Directories on This CD

### **documentation**

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

### **interaction\_workspace**

Contains the files for the application.

### **Templates**

Contains the templates and metadata for Interaction Workspace, including the Statistics Template. Interaction Workspace Statistic Template is a set of text files that are to be imported into Genesys Administrator to define a default configuration that supports the use of statistics by Interaction Workspace. The templates are imported and used by both Statistics Server and Interaction Workspace. The text files employ the ".cfg" extension

## Documentation

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Product documentation 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 [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.

## 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 an Interaction Workspace 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](#).

### 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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