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About This Software

The Simulator Test Toolkit allows you to test Genesys integrated solutions using call simulation, bulk call generation, and agent activity simulation (answering calls, making calls).

New Features in Release 8.0.x

Release 8.0 includes the following new features:

- Support for 8.x CIM Platform and SIP Solution.
- Support for 7.6 CIM Platform and SIP Solution.
- Support for the following Genesys T-Servers: Generic T-Server, Avaya, Nortel Communication Server 1000 with SCCS/MLS, and Nortel Communication Server 2000/2100.
- Additional Scenarios have been added to the Contact Center Activity Simulator to address scenarios that were not previously covered.

Directories on This CD

documentation

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

Simulator_Test_Toolkit

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD that's 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 Technical Support Guide](#). Please tell the Technical Support representative that you are a Simulator Test Toolkit 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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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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Implementation of in-memory hash tables for Tcl and Tcl-based applications.
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