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Supported Languages By Release	CSY	CHS	CHT	DEU	ENG	ESN	FRA	ITA	JPN	KOR	PTB	RUS
8.0.3				X	X	X	X	X				X
8.0.2				X	X	X	X	X				X
8.0.1					X							

About This Software

UC Connector 8.0 is used to extend the Genesys contact center to any enterprise employee. By integrating with a 3rd party Unified Communications (UC) solution, UC Connector 8.0 enables extending customer service interactions to workers in the enterprise—for example, for consultation to back office workers with special or expert skills who would not normally be available to the contact center, or directly to specialists for high-touch, high-value customer service.

New in Release 8.0.x

Release 8.0.3 includes the following new features:

- *Customized agent states.* UC Connector now allows you to customize the agent states available to knowledge workers in the UC Connector web client drop-down menu. The agent states and the corresponding text displayed in the menu can be customized by editing application resources.
- *External number redirect.* A Smart Link user or an administrator can now enable an external redirect number. Enabling this feature allows knowledge workers to accept preview calls at the specified number.
- *Support for any Genesys Agent Desktop client in integration with Microsoft Lync Enterprise Voice.* UC Connector now supports agents answering incoming calls and performing call control using any Genesys Agent Desktop client, controlling a Lync Client used as a soft-phone. UC Connector communicates with the Genesys Lync Agent (GLA), which must be installed on the same agent desktop in order to perform this function.
- *Propagation of Genesys After Call Work state to Lync, in integration with Microsoft Lync Enterprise Voice.* When an agent enters the After Call Work state, the agent's presence state is:

- Preserved in Genesys until the agent uses the Lync client menu to change state, or the After Call Work timer expires.
- Propagated to the Lync server so that the agent's unavailability is also reflected in the corresponding Lync presence, with a configurable presence status and note values.

When the agent exits the After Call Work state (either automatically or manually), the agent's Lync presence state is set back to a value that is preserved from the Lync presence update. The agent's Genesys state is also updated with the corresponding value.

Release 8.0.2 includes the following new features:

- *Language and country settings.* The following options are added for language and country settings:
 - German
 - Spanish (Latin American)
 - English
 - French
 - Italian
 - Russian
- *Interaction Preview-related reporting events.* The UC Connector now produces and sends reporting events related to the Interaction Preview mechanism to reporting platforms, via the T-Server / SIP Server. This allows reporting on user accepting or rejecting the interaction, or the interaction preview timing out on a user desktop. Previously reporting was only possible on the interaction as a whole with no details on the performance of knowledge workers responding to previews.
- *Support for configurable hotkeys for interaction preview window actions.* When an interaction preview comes in on a user desktop, the user is now able to hit keys on the keyboard to perform selected actions, in addition to clicking on buttons in the pop-up window. The particular keys corresponding to each action can be configured through deployment-wide options.
- *User log-out ability.* Users are now able to log out of a UC Connector session explicitly. This is particularly useful if multiple knowledge workers share the same machine.
- *Default routing.* UC Connector now includes an application-wide option to allow default routing in case of URS failure, if this functionality is supported by the T-Server and other solution components.
- *Third-party call control window suppression.* UC Connector now suppresses web browser pop-ups for incoming calls based on User Data attached to the call.
- *Username in browser window.* UC Connector now displays the username for the logged in user in the browser window. The displayed string shows "first name" + " " + "last name" + "- Genesys", as specified in the Person object for the logged in user in Configuration Manager. If neither field is present, then the Person user ID will be used.

Release 8.0.1 included the following features:

- *Support for Microsoft Lync Server 2010.*
- *Customized Help.* UC Connector now includes help buttons that users can click to access customized help files stored on your network or server.
- *Customized Default Languages.* UC Connector now lets you change the language in the user interface to one from a list of supported languages.
- *Automated UC Connector Log-in.* UC Connector now supports automatic log-in for all users on startup.
- *Clickable link in case data.* This link can be configured to point to an external CRM system, with a dynamically constructed URL to point to the caller's data. Users can click the link and launch a browser window to access this information.
- *Countdown widget in Preview window.* The interaction Preview window disappears automatically after a timeout if the user does not accept or reject the interaction. This widget allows the user to see the time remaining to respond to

the preview.

- *Support for additional browsers.* In addition to Internet Explorer (IE) 8, the Knowledge Worker can now access the UC Connect service using IE 9, Mozilla Firefox 3.5 and above, and Safari 4 and above on Mac and Windows systems.
- *Enhanced Push On Call Status for Microsoft OCS.* UC Connector now supports updating the presence status in Microsoft Office Communicator (MOC) when the Knowledge Worker receives a call from the Genesys environment.
- *Control Genesys state from Knowledge Worker Notes.* UC Connector now supports direct control of the Genesys agent state based on the notes entered by the Knowledge Worker in the MOC client.

Release 8.0.001 included the following features:

- *Enhanced Instant Messaging Integration.* UC Connector now supports integrations with Genesys Instant Messaging (IM), independently of the 3rd party UC platform used. This allows for instant messaging with Sametime 8.5. For Microsoft OCS, you can now choose instant messaging through Genesys IM or through the previous OCS-SIP Server integration.
- *Support for HTTPS (secure) communication.*

The initial Release 8.0.0 included this baseline feature set:

- *Support for UC platforms Microsoft OCS 2007 R2 and IBM Sametime 8.5.*
- *Presence Mapping.* UC Connector determines Knowledge Worker availability by subscribing to user presence (states/updates) provided by the UC system.
- *Telephony Integration.* Knowledge Worker telephony integration is available through T-Server, for calls flowing from the contact center to the Enterprise.
- *Instant Messaging Integration.* UC Connector supports interaction flows that use the IM integration through SIP Server.
- *Interaction Preview Notification.* Genesys can send a preview to a targeted Knowledge Worker, letting the Knowledge Worker accept or decline the interaction before Genesys routing transfers the call.
- *Business Data Exchange.* The Knowledge Worker can access call context and attached data related to any interaction that is transferred to them. Limited Enterprise Footprint. All deployment related to the integration with the UC platform takes place on the Genesys side.

Directories on This DVD

documentation

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

Documentation/help

Contains a zip file with an example of an UC Connector Help html page. Use this file to create your own help page, as appropriate in your organization.

solution_specific

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 Care Program Guide](#). Please tell the Technical Support representative that you are a UC Connector 8.0 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:

- [GenesysSupported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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- Maven-Central/javax.servlet/servlet-api2.5
<https://glassfish.dev.java.net/public/CDDLv1.0.html>
- JDK/jdk/openjdk(insert used version)

This software also contains:

- spring 3.0.1.RELEASE, (Springsource Community), Copyright 2004-2012, Apache 2.0 License
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- spring-webflow 2.0.7.RELEASE, (Springsource Community), Copyright 2004-2012, Apache 2.0 License
- log4j 1.2.16, Copyright 2004-2012, Apache 2.0 License
- urlrewritefilter 3.1.0, Copyright 2012, BSD 2-Clause License
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- jain-sip-ri 1.2.148, Copyright 2003, JAIN Session Initiation Protocol License
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- jetty 8.1.7.v20120910, (Maven-Central / Eclipse), Copyright 2004-2012, Apache 2.0 License
- Microsoft Corporation Microsoft Lync 2010 API 7577

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