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## About This Software

This CD contains the components for Universal Contact Server (UCS) and Context Services.

Universal Contact Server (UCS) can work with many Genesys products, but its principal role has been with eServices. UCS has been a component of the eServices (formerly Multimedia) solution since its initial release 7.0.1. In the 8.0.x releases it continues this functionality.

Context Services is an optional set of features supporting the management and retrieval of data concerning customer service, enabling real-time service personalization and service continuity. Context Services is a component of the intelligent Customer Front Door (iCFD) and Conversation Manager solutions.

## New Features in Release 8.0.x

### UCS 8.0.3

UCS 8.0.3 adds the following new features:

- Basic HTTP authentication for Context Services clients
- Support of Oracle 11g RAC for deployments with JDBC Level 4 drivers

### UCS 8.0.2

UCS 8.0.2 contains the following new features:

- Universal Contact Server
  - Updated database drivers for improved performance
  - Enhanced archiving of UCS interaction history, documents, and attachments
  - Support for Windows 7 on UCS Manager
- Context Services
  - Single valued extensions for:
    - Service
    - Service state
    - Service task
  - Multi-valued extensions for:
    - Service
    - Service state

- Service task
- Customer profile
- Ability to update/delete a single record of a multi-valued extension
- Ability for clients to use names of Business Attributes in requests to CS
- Support for HTTPS in Context Services interface
- Improved URL formats for usability
- New platform support:
  - Oracle 11g
  - Microsoft SQL Server 2008
  - Microsoft Server 2008

## UCS 8.0.1

UCS 8.0.1 contains the following new features:

- Rendering of field codes in standard responses, via IRD objects, for all media.
- Metadata templates for Genesys Administrator.
- Context Management Services, a set of additional capabilities that is available only when UCS operates in concert with the Intelligent Customer Front Door (iCFD) and Conversation Management solutions. These additional capabilities provide real-time service personalization and continuity.

## 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 installation.

## 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](#).

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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, 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 Universal Contact Server 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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This product includes software developed by the Apache Software Foundation (<http://www.apache.org/>).

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