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About This Software

Genesys eServices (formerly Multimedia) provides a set of capabilities for the Customer Interaction Management (CIM) Platform that enable customers to automatically and efficiently distribute non-voice interactions to the optimal resource at the optimal time. The eServices architecture supports these specific CIM Platform media options: Genesys E-mail, Genesys Chat, Genesys SMS, Genesys Social Messaging Management, Genesys Web Collaboration, and 3rd Party media.

This CD contains Genesys E-mail, a separately packaged media channel for the CIM Platform.

Genesys E-mail must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

New Features in Release 8.1.x

Genesys E-mail 8.1.4

Genesys E-mail 8.1.4 contains the following new features:

- Support of Java 7 64-bit
- Support of IPv6
- Support for the retrieval of e-mail using Exchange Web Services protocol

Genesys E-mail 8.1.3

Genesys E-mail 8.1.3 contains the following new features:

- Support of Java 7
- Support of client-side port definition
- Support of TLS, including FIPS 140-2 compliant cipher algorithms

Genesys E-mail 8.1.201

Genesys E-mail 8.1.201 contains the following new feature:

- Support of Linux 6

Genesys E-mail 8.1.2

Genesys E-mail 8.1.2 contains the following new features:

- E-mail Server now supports client-side TLS connection to:
 - Universal Contact Server
 - Interaction Server
- E-mail Server now supports server-side TLS
- Support of Universal Contact Server (UCS) Proxy
- Support for ADDP connection to Universal Contact Server (UCS)

Genesys E-mail 8.1.0

Genesys E-mail 8.1.0 contains the following new features:

- Timestamps included in chat transcript sent as e-mail
- Chat transcript now sent as HTML
- List of attached files included with e-mail interactions
- Ability to exclude first name and last name when creating a contact from an incoming email
- Option of keeping or stopping original e-mail after an external reply
- Support of e-mail addresses with personal part in the FromAddress for web forms
- Ability to edit the list of forbidden headers
- Additional operating system support:
 - Red Hat Enterprise Linux 5 64-bit compatibility
 - Red Hat Enterprise Linux 5 64-bit native
 - Windows Server 2008 64-bit native

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 documentation is provided on the [Genesys Documentation website](#), and on the Documentation Library DVD or the Developer Documentation CD that is 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 [eServices Release Advisory](#).

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In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are an *eServices Interaction Management 8.1* 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 Genesys documentation 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:

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

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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