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## About This Software

Genesys eServices (formerly Multimedia) 8.1.x 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 Web Collaboration, and 3rd Party media.

This CD contains the components for Genesys Interaction Management, the core functionality of eServices on the CIM Platform.

## New Features in Release 8.1.x

### Interaction Management 8.1.4

Interaction Management 8.1.4 contains the following new features:

- Interaction Server:
  - Interdependent login: ability to configure whether agents can log in on multiple connections.  
IPv6 support by Interaction Server
  - Ability to notify reporting clients before and after bulk agent logout due to a proxy disconnecting
  - Delayed logout for agent clients that disconnect due to intermediate proxy disconnect, reducing the load on reporting clients
  - Ability to broadcast requests to multiple third-party servers of the same type and combine the responses
  - Ability for clients to request Agent state information with the new pair of messages `RequestAgentState` and `EventAgentState`
  - Added platform support:
    - Java 7 64-bit support by Integrated Capture Points
    - IBM DB2 10
- Interaction Server Proxy
  - Ability to function as a dedicated distribution point for reporting events.
  - Support for IPv6 and TLS

### Interaction Management 8.1.301

Interaction Management 8.1.301 adds the following new features:

- This release returns UCS Manager to version 8.1.1x, which avoids an issue that is present in later versions.

## Interaction Management 8.1.300

Interaction Management 8.1.300 contains the following new features:

- Support for multiple Interaction Server instances in a single tenant
- Ability to configure which Business Processes each Interaction Server instance has access to
- Support by Interaction Server and Interaction Server Proxy for Red Hat Enterprise Linux 6.0 64-bit native
- Support by Interaction Server Proxy for Windows Server 2008 64-bit native

## Interaction Management 8.1.2

Interaction Management 8.1.2 contains the following new features:

- Configurable ability to hold, pull, or move an interaction that has been assigned to an agent
- Ability to suppress Interaction Server reporting events and notifications related to routing strategy activity (e.g., `EventTakenFromQueue`, `EventTakenFromWorkbin`, `EventPartyAdded`, `EventWorkbinContentChanged`)
- New Web Service Integrated Capture Point, with SSL support
- Documentation describing how to generate Web Service clients for popular development environments
- SSL support for the JMS Integrated Capture Point, for secure authentication and communication with the JMS Provider
- Interaction Server connects to DB not as a schema owner
- More flexible configuration for handling-timeout per interaction type/queue
- Additional DB Support
  - Oracle 11g RAC

## Interaction Management 8.1.0

Interaction Management 8.1.0 contains the following new features:

- iWD Integrated Capture Points—Direct database access
- Native support of Transparent Data Encryption (TDE) of eServices data with Oracle 11 (tablespace-level only) and MSSQL 2008 (database-level only).
- Support of TLS by Interaction Server
- Web API Server:
  - Ability to receive connection parameters in a `.properties` file in addition to an `.xml` file
  - Support of TLS
  - Support of WebSphere 7
  - Separate setup for WebSphere on Windows
- Additional database support—IBM DB2 9.7
- 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
  - Windows 7 64-bit compatibility

## Directories on This CD

`configuration_wizards`

Contains wizards used to configure the software.

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.

ThirdPartyApplications

Contains third-party software used in conjunction with eServices Interaction Management.

## 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 Customer Care website in the following documents:

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

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## Your Responsibility for Your System

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