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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

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 Social Messaging Management, Genesys SMS, Genesys Web Collaboration, and 3rd Party media.

This CD contains Genesys Knowledge Management. Knowledge Manager, the user interface component of Genesys Knowledge Management, is used to create and manage the knowledge base's category system, standard responses, and content analysis models.

Content Analyzer, an optional enhancement to Knowledge Management, requires a separate license. Content Analyzer uses natural language processing technology. This software analyzes incoming interactions and assigns them to categories of responses in the standard response category system stored in the Universal Contact Server databases. This application also uses a sophisticated technology to learn from specific examples or past response history.

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

New Features in Release 8.1.x

Knowledge Management 8.1.3

Knowledge Management 8.1.3 contains the following new feature:

- Classification Server and Training Server now support:
 - Java 7
 - Red Hat Enterprise Linux 6.0 64-bit

Knowledge Management 8.1.0

Knowledge Management 8.1.0 contains the following new features:

- Multi-tenant support for Classification Server
- 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

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 [Technical Support website](#), the [Genesys Documentation wiki](#), and 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 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 Care Program Guide](#). Please tell the Technical Support representative that you are a eServices Knowledge Management 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:

- [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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