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Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014  
[www.genesyslab.com](http://www.genesyslab.com)

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

This CD contains Genesys SMS Server, a separately-packaged media channel for the CIM Platform. Genesys SMS Server is a highly flexible and unified SMS management solution.

Genesys SMS Server offers management capabilities that are as extensive or as simple as the business process that incorporates its services. Genesys SMS Server must be deployed in conjunction with Genesys Interaction Management, which delivers the core capabilities of eServices.

## New Features in Release 8.1.x

### Genesys SMS 8.1.3

Genesys SMS 8.1.3 contains the following new features:

- Additional encoding support: GSM 03.38 7-bit and Latin1
- Ability to send delivery notification
- Support of Java 7
- Support for Red Hat Enterprise Linux 6.0 64-bit native

### Genesys SMS 8.1.0

Genesys SMS 8.1.0 contains the following new features:

- Support for BIND\_TRANSMITTER/BIND\_RECEIVER messages
- 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 [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 Genesys SMS Server 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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# Legal Notices

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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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