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

About This Software

Hosted Provider Edition (HPE) is an integrated solution that supplies a generic architecture for hosted service providers. Hosted Provider Edition enables the administration and maintenance of large platforms with hundreds of tenants and thousands of applications. This is achieved utilizing the following features:

- Service provider, multi-tenant model
- Pre-defined set of services
- Pre-defined hardware and software configuration
- Pre-defined performance levels
- Modular scalability

Hosted Provider Edition also provides wrappers around standard Genesys components to simplify deployment, provisioning, and administration in areas such as:

- Infrastructure deployment
- Tenant deployment
- Hardware growth
- Disaster Recovery

New Features in 8.1.x

Release 8.1.2

Release 8.1.2 adds these new features:

Infrastructure

- **Genesys Suite 8.1 Software Refresh** brings the latest versions of HPE core components to the solution. Service providers can offer their embedded HPE services with the latest Genesys capabilities, as well as customize their offer to include functionality that is available in Genesys 8.1 but not yet incorporated into the HPE standard service offer.
- **HPE Automated Service Package Version Tracking** simplifies service management by enabling audits of defined and deployed service packages.
- **Enhanced Utilization Tracking** enables reporting on the contracted and actual number of port or seat licenses for each tenant.
- **The HPE Sizing Tool** includes Genesys Voice Platform and other new features in its sizing calculations.
- **Enhanced log file and versioning management:** In conjunction with the Dell KACE Management Appliance, HPE simplifies management of log files associated with specific tenants and services.
- **Hosted Provider Edition Upgrade and Migration Procedures:** Documented procedures and tools necessary to upgrade an existing Hosted Provider Edition 8.1 system to the 8.1.2 release.

Components

- **Genesys Voice Platform Integration** enables providers to offer the full suite of GVP services to new and existing tenant customers. GVP integration is supported for component deployment and solution administration. The GVP Media Server is shared across both Self-Service and Assisted Service operations. Providers no longer have to deploy separate dedicated media servers for each solution.
- **Composer Integration** grants access to the latest Genesys development tool for creating VoiceXML applications for their integrated GVP service offering.

Services

- **Hosted eServices Web API Server** simplifies the deployment of eServices by enabling providers to host the prerequisite tenant Web API server on the network.
- **OPM - Voice Application Parameters:** Operational Parameter Management for VoiceXML applications facilitates deployment of a single service-specific application to multiple tenants. Tenants can customize application menus, announcements, and call flow through a simple web-based parameter dashboard.
- **Web-based real-time reporting** uses the new Genesys EZPulse solution to give tenants access to real-time operational data and reports.

Release 8.1.1

Some of the primary new features added in release 8.1.1 are:

- **Support for Enhanced VMware Capabilities:** Hosted Provider Edition documentation and procedures include details for utilizing additional vSphere and vCenter functionality including VMware Clustering, vMotion and vCenter Update Manager.
- **Cardinal Number Support:** Tenants are able to include playback of number sets as words when relating to amounts. For example a number set like '1234' can be played back as one thousand, two hundred and thirty-four rather than as one, two, three and four.
- **Shared Virtual Machines:** Multiple tenants are able to be deployed in a single virtual machine.
- **Automated VM Generation:** The virtual host required to support a new tenant of the system can be automatically generated through the use of a predefined script.
- **Support for Nailed Up connections with Outbound:** Details and automated configuration scripts are included to support the SIP Nailed Up Connection feature.
- **Hosted Provider Edition Sizing Tool Update:** The Hosted Provider Edition Sizing Tool is updated to take into account utilization measurements obtained in the VMware vCenter. Based on the difference between predicted and measured demand values, the sizing tool adjusts its predictions when new tenants are added to the system.
- **Hosted Provider Edition Upgrade and Migration Procedures:** Documented procedures and tools necessary to upgrade an existing Hosted Provider Edition 8.1 system to the 8.1.1 release.

Release 8.1.0

Some of the primary new features added in release 8.1.0 are:

- **Operational Parameter Management for CTI routing strategies.** This includes support for service provider creation, management and assignment of parameters as well as an intuitive web based user interface to provide tenants easy access to their parameter values.
- **TrueConnect feature** to support inbound routing to agents without a PC.
- **Pre-defined announcements, music resources and routing strategies** to support rapid system and tenant deployment.
- **Automated Tenant deployment** to minimize the manual steps necessary to configure new tenants of the system.
- **Automated Service deployment** to simplify the process of starting the applications necessary to provide new services to tenants.
- **Support for Service Provider License Reporting Manager (LRM)** reports providing details on tenant utilization.
- **Web-based audio resource management** for Media Server resources.

Directories on This DVD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file. It also contains the following documents:

- *Hosted Provider Edition 8.1 Solution Guide*
- *Hosted Provider Edition 8.1 Tenant Administration Guide*
- *Hosted Provider Edition 8.1 Sizing Tool*
- *Hosted Provider Edition 8.1 Additional Documentation Resources*

templates

Contains the configuration application templates for Agent Desktop Proxy.

solution_specific

Contains the installation files for Agent Desktop Proxy, solution-specific sample scripts, strategies and audio files.

Documentation

Release Notes and the Release Advisory available on the Genesys [Technical Support website](#).

[Return to Top](#) Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

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 Hosted Provider Edition 8.1 customer.

Licensing

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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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