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About This Software

Genesys Desktop 7.6 is a thin-client, web-based desktop application unifying Genesys Agent and Genesys Supervisor activities within a single user interface. Genesys Agent Desktop streamlines handling of customer interactions by agents in the contact center through the unified management of both PSTN and Internet interactions. Genesys Supervisor Desktop enables day-to-day supervisor activities by providing the tools supervisors need to react to real-time conditions in a single interface with real-time reporting.

Note: The accompanying "Jericho HTML" program is provided under the terms of the Eclipse public license.

New Features in Release 7.6.x

Genesys Desktop 7.6.4

The 7.6.4 Genesys Desktop release introduces the following new features and capabilities:

- Genesys 8.1 compatibility
 - Framework 8.1
 - SIP Server 8.1
 - eServices 8.1
 - Outbound Contact Manager 8.1
 - Genesys Agent Scripting 8.1
 - Universal Contact Server 8.1
- Systems and platforms support:
 - AIX 7.1 64 bits
 - RHEL 6.0 32 and 64 bits
 - IBM WebSphere Application Server 7
 - Discontinued support for IBM WebSphere 5.x
 - Discontinued support for Windows 2000
- E-mail interaction enhancements:
 - Ability to limit the size of attachment upload that is added to e-mail interactions
 - Enhanced e-mail address management for reply e-mail interactions
 - The email-out-from-hidden-addresses option is redesigned to be extended
- Genesys Supervisor Desktop:
 - Opening a multimedia interaction from the active interactions list
 - Monitoring of multiple chat agents

- Move interaction to workbin panel now includes first and last name, previously only employee ID was displayed
 - Support for skill-change in the Interceptor API. An audit-trail customization is provided in the samples
- Genesys Agent Desktop Customization:
 - Support for spelling check in the Extension API
 - Support for localization of custom pages content
 - Customization of buttons and tabs in interaction panes is propagated to the Extension API
 - Contact selection integrated into the Extension API
 - Support for Annex for Agent object. The notion of Preferences has been introduced to enable retrieval of the information of the application option, if it is not present in agent annex

Genesys Desktop 7.6.3

The 7.6.3 Genesys Agent Desktop release introduces the following new features and capabilities:

- Web Chat:
 - Customer/Agent-is-typing notification.
 - Web page sharing (push URL).
 - Chat transition to voice.
- SMS:
 - Page mode.
 - Session mode.
 - Initiate outbound SMS.
 - Session mode transition to voice.
 - Session mode click to dial from transcript.
- Web Callback:
 - Preview web callback.
 - Reschedule.
- MMS:
 - Retrieve MMS from contact history.
- Surveys:
 - View surveys in the Contact History.
- Outbound:
 - Negotiated agent logout.
- IM:
 - IM transition to voice.
 - Click to dial from transcript.
- SIP preview.
- Rebranding toolkit.
- Custom column exposure for workbin.
- Configuration options that enable the display of all timestamps in local agent time.

New platforms supported in Genesys Desktop 7.6.3:

- Compatibility upgrades:
 - Framework 8.0.1 & 8.0.2
 - T-Server 8.0
 - SIP Server 8.0
 - eService 8.0.1
 - Outbound 8.0
- Support has been added for the following servers:
 - AIX 6.1.
 - RHEL 5.
 - Microsoft Windows 2008.
- Citrix 4.5.
- Microsoft Windows 7 Client Operating System.

Microsoft Internet Explorer 8.

- Tomcat 6.

Genesys Desktop 7.6.2

The 7.6.2 Genesys Agent Desktop release introduces the following new features and capabilities:

- Compatibility with Genesys 8.x Framework.
- User control of the font size of various text elements, either globally, or for a single agent.
- Support for Remote Authentication Dial In User Service (RADIUS) messages during login. RADIUS is used to determine what rights or privileges the agent is authorized to perform and makes a record of this access.
- Supports for Routing-based transfer and conference for Voice and Instant Messaging (IM). This functionality enables you to use strategies to transfer and conference voice and IM interactions, which allows translating routing point DNs to callable numbers for some switches, such as the Nortel CS200.
- New set of Customization APIs address the following capabilities:
 - Display of external knowledge base content (both in plain text and html formats).
 - Insertion of content from external knowledge bases.

The 7.6.2 Genesys Supervisor Desktop release introduces the following new features and capabilities:

- Improved filtering of interactions using a combination of default and user-defined fields.
 - Support has been improved for new custom fields with arbitrary names for display.
 - A new field type of timestamp has been added for the custom fields.
- Support for Supervisor monitoring for multimedia webchat.
 - Barge In, Whisper Coaching, Silent Monitoring.
 - Switching from Chat Silent Monitoring or Chat Whisper Coaching to Chat Intrusion (Barge-In) and back to Chat Silent Monitoring or Chat Whisper Coaching again using the Switch Chat to Barge-In item in the Monitoring menu item of the Actions menu.

New platforms supported in Genesys Desktop 7.6.2:

- Windows Vista.

Genesys Desktop 7.6.1

The 7.6.1 Genesys Agent Desktop release introduces the following new features and capabilities:

- Support for the general requirements of accessibility.
- Enhanced compatibility with screen readers for voice features (inbound/outbound without Universal Contact Server [UCS]).
- Full keyboard navigation.
- Support for Instant Messaging as a new channel of communication between agents and end customers.
- Ability to select a Disposition Code for all types of interactions.

The 7.6.1 Genesys Supervisor Desktop release introduces the following new features and capabilities:

- Support for Instant Messaging supervisory controls, such as monitoring, barge-in, and coaching.
- Enhancement of BPR and Open Media Queues management:
 - Filtering of interactions by custom fields.
 - Limiting the number of interactions moving between queues.

- Pulling interactions from routing.
- Enhancement of supervisor permissions management:
 - Increased granularity of access permission for interaction management.
 - Ability to configure permissions for supervisors by bulk assignment.

New platforms supported in Genesys Desktop 7.6.1:

- IBM WebSphere 6.1
- Firefox 2 on the Neoware platform (inbound voice only).
- Safari 3.1.2 on Mac OS X 10.x.

Genesys Desktop 7.6.0

Genesys Desktop 7.6.0 includes these new features:

- Improved Agent Desktop performance to enhance WAN transmission and antivirus script-scanning constraints.
- Exposure of the Agent Desktop Interceptor API to enable tracking of agent access to customer data. To use this feature, you must develop an application that collects and stores audit trail data.
- Ability to push video files to contacts via Genesys IP Solution.
- Enhanced outbound interface to display customer phone types and associated timeframe availability and time zone information.
- Ability to add your own custom security banner for login.
- Usability look and feel enhancements in the Outbound and Chat windows.
- Extension of the Customization API to address the following capabilities:
 1. Send custom event from server to client.
 2. Display custom content in the central desktop working area.
 3. Selectively hide menu bar items or tool bar items.
 4. Add custom keyboard shortcut.

New platforms supported in Genesys Desktop 7.6.0:

- Firefox 1.5.0.2 Snap-in running on Linux: NeoLinux 3.0 – System library update Libc 2.3.2 for Neoware hardware and Sun Java 2 v 1.5.0_06.
Note: This specific configuration is supported only for Inbound Voice interactions without a Contact Server connection.
- Linux support on the server side.
- Microsoft Internet Explorer 7.0.

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Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

GenesysDesktop

Contains the installation files for the software.

templates

Contains the application templates used for installation.

ThirdPartyApplications

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

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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 [Genesys Desktop 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 Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Desktop 7.6 customer.

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Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

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

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