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About This Software

Multimedia is a set of capabilities for the Customer Interaction Management (CIM) Platform. These capabilities enable customers to use graphical user interfaces to implement business process requirements for managing real-time events and processing events over time. As an architecture for non-voice media, the Multimedia capabilities provide a common processing layer for creating event-driven relationships across CIM Platform media options such as Genesys E-mail, Web Media, and Open Media (Third-Party Media).

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

New Features

Interaction Management 7.6.1 contains the following new features:

- The ability to remove an interaction from Universal Routing Server.
- Support for multiple agent desktops.
- Support for IBM DB2 9.1.
- Support for Microsoft Vista.
- The introduction of Interaction Server Proxy and Universal Contact Server (UCS) Proxy.
- The ability to limit the number of records in query results for Snapshot requests.
- Ability to add user fields to the interaction database.
- Built-in scheduling in workflow.
- Ability to submit proportionate numbers of interactions to a strategy.
- Interaction events logging, including custom events.
- Exposed Field Code rendering in .NET SDK.

Interaction Management 7.6.0 contains the following new features:

- You can now access Universal Contact Server (UCS) using the Genesys Platform

- SDK.
- Support for Web API Server for WebSphere on Solaris.
- Support for Red Hat Enterprise Linux 4.0.
- Support for IE7 in Web API Server and Compound Samples.
- Support for Java Virtual Machine (JVM) 1.5.

Relevant new features of other Genesys products:

- ICON/Info Mart support for Open Media (Third-Party Media). With the 7.6 release of Info Mart, these Multimedia interactions are fully integrated into CIM Platform historical reporting.

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 Multimedia Interaction Management.

Documentation

Product documents and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Multimedia 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

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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 Multimedia Interaction Management 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide](#).

Configuration Support

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

- [Genesys Supported Operating Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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