

# Tier-1 T-Server New Switch\Link Version Support

## PA Announcement Avaya Aura™ Contact Center 6.1 (AACC 6.1)

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### 1. Product Availability

We are very pleased to announce the interoperability support of Avaya's Aura™ Contact Center 6.1 (AACC 6.1), effective July 08<sup>th</sup>, 2011.

PA support of the AACC 6.1 is available starting with: **Genesys T-Server for Nortel Communication Server 1000 with SCCS/MLS Release 8.0.1+**, and is continued with the: **Genesys T-Server for Nortel Communication Server 1000 with SCCS/MLS Release 8.1.0+**

The testing was performed using Avaya CS1000 Release 6.0, and is extended to Avaya CS1000 Releases 5.x and 6.x, in line with the Genesys Switch and Link Versions Support Policy for Tier 1 Switches.

We continue to support Avaya CCMS Link via MLS. AACC MLS link is backwards compatible to CCMS MLS link. Please refer to the Genesys Supported Media Interfaces Reference Manual for the list of supported CCMS, PBX and T-Server combinations.

#### **The Switch and Link Versions Support Policy for Tier 1 Switches applies:**

- 1 - We upgrade the switch to the latest switch version and test it with the latest GA version of T-Server.
- 2 - We upgrade the switch to the latest link version and test it with the latest GA version of T-Server.
- 3 - We announce the support based on the latest switch version. Customers may choose the latest link version or older link versions. Any compatibility issues discovered between the latest switch version and link version needs to be addressed to the switch vendor.
- 4 - The latest GA version of T-Server will then support all previous versions of the switch in compatibility mode.
- 5 - If you need to upgrade the switch version, the latest GA version of T-Server must be used together with any previous Genesys suite versions. The only Genesys migration activity needed is a T-Server upgrade.

### 2. New Features

There are no new T-Server features associated with this support.

### 3. Product Compatibility

The Genesys 8.x T-Servers are compatible with 7.x, and 8.x Framework environments.

### 4. Migration Guidelines

Procedures for migrating to Genesys 8.x T-Servers can be found in the T-Server Migration chapter of the Genesys Migration Guide  
<http://genotype.genesyslab.com/library/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>

## 5. Pricing

For Genesys T-Servers the sellable Item is:

- Genesys Inbound Voice (**CIM Platform SS or CIM Platform MS are a pre-requisite**)

When Sellable Item Genesys Inbound Voice is ordered, the following CDs are shipped:

- Stream Manager CD
- Media DVD
- IP Media Enterprise Edition CD

**Media DVD is also shipped as part of Genesys Framework Standalone and Genesys Network Voice.**

**Use version 8 technical licenses.**

Please refer to Xchange for the published price-list.

## 6. Order

Contact Order management to order sellable Item. Use version 8 technical licenses.

## 7. Documentation

T-Server documentation is available on the Genesys Technical Support website:

<http://genotype.genesyslab.com/support/home/index/>

## 7. Reference Documentation

Please see the Switch and T-Server Support Roadmap for the latest forward looking information. It is updated frequently:

[https://xchange.genesyslab.com/xchange/base/Base library/Switch\\_and\\_T-Server\\_support\\_roadmap.docx](https://xchange.genesyslab.com/xchange/base/Base library/Switch_and_T-Server_support_roadmap.docx)

There may be a difference between this document and the Genesys Supported Media Interfaces Reference Manual document, which is updated less often:

<http://genotype.genesyslab.com/xing/dl/retrieve/default.asp?item=A9CB309AF4DEB8127C5640A3C32445A7&view=item>

The next version of SMI will list the AACC 6.1 support.

## 8. If you need further help

Any technical questions should be addressed to Genesys Technical support.

## 9. Acknowledgements

Warm thanks to the engineering, telecom, tech-pub, production, project management, product management and marketing teams and all those involved in making this product release a success.

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