



## Product Availability Announcement for Universal Contact Server 8.1

*July 5, 2011*

### 1. Product Availability

We are pleased to announce the Product Availability release of Genesys Universal Contact Server 8.1 with Context Services.

This release of Universal Contact Server (UCS) is primarily focused on making the Context Services component ready for production implementations of Conversation Manager for the Intelligent Customer Front Door (iCFD)

Please note: **Delivery of UCS 8.1 is restricted and requires approval from Product Management.**

- eServices customers should not generally upgrade to UCS 8.1 prior to installation of eServices 8.1 (UCS 8.1 will be bundled with the eServices 8.1 software installation packages).
- UCS 8.1 is now the default shipping version for Conversation Manager.

### 2. Product Information

#### Sellable Items Support and Product Positioning

Genesys Universal Contact Server 8.1 release is primarily aimed at new implementations of iCFD with Conversation Manager. It does, however, have some updated features for eServices 8.1 customers. See the "New Capabilities" table below for more information.

Universal Contact Server is the customer information and interaction data repository for eServices products.

The Context Services component of Universal Contact Server is the customer profile and service data repository for Conversation Manager.



## New Capabilities

Capability	Business Attributes
Context Services Bulk Customer Profile Import	Simplifies initial customer data population in Context Services.
Context Services Multiple User Authentication	Provides better security since individual users get their own login whether that user is an agent through an agent desktop or a self services application running on the web, or GVP, or mobile platform. This is a first necessary step in implementing Role Based Access Control.
Context Services Role Based Access Control	Role based access control allows granular control of what different users can do with Context Services data. For instance, agent desktop or VoiceXML application users might be granted permission to view and modify attributes but not create new extensions. Whereas a developer user might have full access to extend the database.
KVP and Context Services Data Masking in UCS Logs	It is highly likely that UCS and Context Services would contain confidential information about customers and/or their transactions. While it might be important for that data to be shared with authorized agents or applications it is important to secure that data in logging.
Database Encryption Support (Oracle 11g and MS SQL 2008)	Verifies UCS and Context Services are compatible with native encryption of supported DBMS.
Transport Layer Security (TLS) for UCS ESP API	The ESP API is the connection point for eServices and agent desktop applications. TLS provides security for those connections with UCS.
Automated purging of Service Object data (Context Services)	Minimizes database size and optimizes search by pruning stale objects. The ability to configure Open or Closed Services separately is important to support different Conversation Manager use cases.
Index OwnerID field.	This functionality is specifically aimed at Interaction Workspace users. Indexing the OwnerID field provides better performance when displaying agent interaction history.



### **3. Supported Platforms**

For details on platform support including please check [Genesys Supported Operating Environment Reference Manual](#) and the Universal Contact Server Release Notes.

### **4. Product Compatibility**

Genesys Universal Contact Server 8.1 is compatible with Genesys CIM 7.x and 8.x.

**IMPORTANT NOTE:** The Context Services component is designed specifically for use with 8.x suite components including CIM 8.x. GVP 8 and Orchestration Server 8 using workflows developed in Genesys Composer are recommended. If using earlier versions of Genesys software please contact Product Management.

### **5. Migration**

Migration from prior versions of Universal Contact Server, including database upgrade scripts, is supported. See product documentation for details.

No migration consideration is given to Context Services for this release. All implementations to date are non-production.

### **6. Internationalization & Localization**

There are no requirements for internationalization.

### **7. Pricing**

Please refer to the Genesys Pricing Guide for eServices and iCFD with Conversation Manager pricing information.

### **8. Documentation**

The following product documentation guides are available:

- eServices 8.0 Deployment Guide
- eServices 8.0 Reference Manual
- eServices 8.0 User's Guide



- Universal Contact Server 8.0 Context Management Services Users Guide
- Context Services Wiki
  - [http://developerzone.genesyslab.com/wiki/index.php?title=Context\\_Services\\_Start\\_Page](http://developerzone.genesyslab.com/wiki/index.php?title=Context_Services_Start_Page)
    - Users Guide
    - Developers Guide
    - Online API Reference

## 9. Sales Tools

- Sales tools for eServices and iCFD with Conversation Manager are available on XChange.

## 10. Orders

Universal Contact Server 8.1 is a restricted release and requires Product Management approval for delivery. This restriction is in place because the release schedule for UCS and eServices is not currently synchronized and there are special considerations if an eServices customer wishes to upgrade to a UCS version different than their current eServices version.

## 11. Contacts

The following contacts support Universal Contact Server and the solutions it is used in:

- Product Management
  - > Jay Gunnell – Conversation Manager and UCS Product Manager
  - > Cliff Bell – iCFD Solution Manager
  - > Pat Mackey – eServices and Social Engagement
- Product Marketing
  - > Lisa Abbot – eServices and Social Engagement
  - > Darryl Addington – Conversation Manager
  - > Mayur Anadkat and Dudley Larus – iCFD
- Strategic Solutions – iCFD and Conversation Manager
  - > Dan Stoops – Americas
  - > Richard McCrossan – EMEA