



Product Availability Announcement
Hosted Provider Edition (HPE) 8.1
June 30, 2011

1. Product Availability

The Genesys team is pleased to announce the **Product Availability** of Hosted Provider Edition (HPE) 8.1 effective today, June 30, 2011. Version 8.1 HPE targets Genesys Hosted Partners and their Enterprise customers.

2. Product Information (New Features):

Features/Capabilities	Benefit
Service Provider Utilization Reports	Service providers have simplified access to tenant by tenant reports that detail system utilization and measure peak concurrent logins. Reports can be by month or across a series of months.
HPE TrueConnect	Casual agents are able to participate in routing scenarios with just a phone set. Contact center operations can continue even if IP connectivity is interrupted or a building evacuation occurs.
Predefined HPE Routing Strategies	These parameter-based routing strategies can be provided to tenants out of the box or simply used as templates for creating new strategies. Either way, the process of making new tenants active on the system is accelerated.
Predefined HPE Announcements	Service providers are able to install a set of system resources that can be provided to new tenants. These resources are designed to complement the HPE routing strategies. And assist in system deployment and management.
Automated Tenant Creation	Eliminates potential human errors during the tenant creation process. Enables rapid deployment and speeds time to market by shortening the tenant activation process.
Automated Service Deployment	Repeatable service deployment lowers the chance of human error during the service activation process. Enables rapid deployment, speeds time to market and reduces costs by shortening the service activation process.



Enhanced Disaster Recovery	Disaster recovery is embedded in the tenant and service automation processes. This reduces the amount of manual steps that must be initiated during a DR scenario, thus saving critical time and money
Operational Parameter Management	End users are able to change announcements, queue thresholds and even routing targets without the need for rewriting complex, routing strategies. Changes are immediate and do not require IRD or reloading the routing strategy.
Audio Resource Management	Enhanced end user experience. Allows rapid uploading of new announcements and supports multiple media types.
HPE Sizing Tool	Service providers are better able to manage their solution resources. Startup costs can be reduced when deploying a new HPE system and when adding new tenants to an existing HPE system. Providers can prevent over or under utilization of resources to provide enhanced service levels to their customers while effectively managing costs.

Detailed information about all of the new features of this release can be found in the HPE 8.1 [FAB](#)

3. Supported Platforms

HPE 8.0 includes support for the following recommended hardware and operating systems:

- HP Blade Server
- Linux 64
- VMWare ESX

For details on platform support including OS and switches, please refer to the HPE Solution Guide.

Please refer to the Release Notes of the HPE 8.1 solution as well.



4. Product Compatibility

HPE is designed to work with the Genesys 8.0 suite of products. Specific Products supported are defined in the table below.

Component Name	Component Version
Genesys Interactive Insights BOE Server Linux	7.6.203.00
Genesys Interactive Insights BOE Client Windows	7.6.203.00
Genesys Interactive Insights BOE Documentation	3.1.003.00
Genesys Interactive Insights	8.0.001.00
Genesys Desktop (GDK / GAD / GSD)	7.6.303.17
Genesys Info Mart	8.0.100.23
SIP Server	8.0.400.62
Network SIP Server	7.5.000.12
Genesys Administrator	8.1.000.12
Genesys Administrator Extension	8.1.001.30
Configuration Server	8.0.300.42
DB Server	8.0.300.06
ConfigServer Writable Proxy	8.0.300.42
Local Control Agent	8.0.300.09
Message Server	8.0.300.05
Solution Control Server	8.0.300.05
Configuration Import Wizard	8.0.300.01
SNMP Master Agent	8.0.300.01
Stat Server	8.0.000.33
Universal Routing Server	8.0.001.30
Interaction Routing Designer (IRD)	8.0.000.12
Interaction Concentrator (ICON)	8.0.000.37
IVR Server	7.5.016.16
eServices Interaction Server	8.0.100.24
eServices Knowledge Manager	8.0.102.00
Genesys E-mail	8.0.100.02
Genesys Chat	8.0.101.08
Universal Contact Server	8.0.200.11
Outbound Contact Server	8.0.001.10



License Report Manager (LRM)	8.0.000.24
Workforce Management (WFM) Server	8.0.001.03
WFM Daemon	8.0.000.09
WFM Web	8.0.001.02
WFM Data Aggregator	8.0.000.06
WFM Builder	8.0.001.04
Voice Platform Media Control Platform	8.1.310.24
Voice Platform Resource Manager	8.1.310.11
CCPulse+	8.0.000.04

5. Migration Guidelines

You will find all migration information in the HPE 8.1 Solution Guide.

6. Internationalization & Localization

HPE 8.1 solution components support localization in several languages. Please contact Product Management for details.

7. Pricing

Packaging and Pricing for HPE 8.1 is defined through the service provider contract and based on the Genesys Pay-Per-Use License Fee. Please refer to the latest Genesys [Pricing Guide](#) on Xchange.

HPE 8.1 is orderable through a new sellable item:

v8.1 – Hosted Provider Edition 8.1.0 3GP08747ACAA

The HPE 8.1 sellable item requires PM approval at this time.

It is required that HPE customers order the new License Reporting Manager 8.0 to enable usage tracking in the HPE environment:

v8.0 - License Reporting Manager 8.0.0 3GP08709ACAA



8. Documentation

The HPE 8.1 Solution Guide and the HPE 8.1 Tenant Administrators Guide are restricted documents available by ordering HPE 8.1 or [Genesys Technical Support](#).

9. Sales Tools

In the upcoming months, a full library of HPE Sales Tools will be available on Xchange. Feel free to share this material with customers and partners as it becomes available.

10. If you need further help

Any production related technical questions should be addressed to Genesys Technical support.

Other contacts:

Kelly Still
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Product Manager
Product Marketing Manager

11. Acknowledgements

Thanks to the HPE team for the dedication that resulted in this highly anticipated release. In addition, thanks to all on the extended teams who showed superb teamwork and without whose help HPE 8.1 could not have been achieved.
