

Product Availability Announcement

8.0 Inbound Voice with Broadsoft Broadworks

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1. Product Availability

We are pleased to announce Product Availability of the Genesys 8.0 Inbound Voice with Broadsoft Broadworks effective August 02nd, 2011.

No approval from Product Management is required for this release.

Genesys **8.0.1 Inbound Voice with BroadSoft BroadWorks English (United States)** CD is now available for shipment.

2. Product Information

Inbound Voice with BroadSoft BroadWorks English (United States) 8.0.1 CD contains:

8.0.0 CSTA Connector for BroadSoft BroadWorks

- This is the first release of the product.

8.0.0 T-Server for CSTA Connector

- This is the first release of the product.

For the detailed switch and CTI version support information, please refer to the Genesys Supported Media Interfaces Reference Manual

<http://genotype.genesyslab.com/support/dl/retrieve/default.asp?item=A9CB309AF4DEB8127C5640A3C32445A7&view=item> The next version of the SMI will include the following information:

Table 1: Framework Tier 1 Switch Support

| Min. version | Latest version | CTI Link | Support | Support HA Warm/Support HA CTI | T-Servers supported | Number of HA proxy components for HA CTI | TConnector for CallPath (EOL/EOM) | Type of Support (TDM, IP, Hybrid) |
|-----------------------------|----------------|-------------------|---------|--------------------------------|--|--|-----------------------------------|-----------------------------------|
| BroadSoft BroadWorks | | | | | | | | |
| Release 17 SP2 | Release 17 SP2 | CTI Interface R17 | 8.0.1 + | 8.0.1+ | Tserver for CSTA Connector note 1 | Not Required | No | IP |

note 1: CSTA Connector for BroadSoft BroadWorks is required.

3. Value Proposition:

CSTA Connector for BroadSoft BroadWorks

CSTA Connector for BroadSoft BroadWorks is an application designed to provide a CSTA Phase III interface used by T-Server for CSTA Connector. Connector is installed between the BroadWorks XSI Interface and T-Server to allow the translation of CSTA requests and events into BroadWorks XSI requests and events. CSTA Connector for BroadSoft BroadWorks is also responsible for authentication, session management, and data type translation between the BroadWorks XSI interface and the CSTA Phase III Interface.

T-Server for CSTA Connector

T-Server for CSTA Connector belongs to Framework Media Layer which enables Genesys solutions to communicate across media, including traditional telephony systems, voice over IP, e-mail, and the Web. This layer also provides the mechanism for attached data distribution within and across solutions. This T-Server depends on CSTA Connector for providing switch CTI translations to Genesys standard CSTA.

4. Supported OS Platforms

AIX, HP-UX, Solaris Sparc, MS Windows, Linux

For a detail version on OS support, please refer to the Genesys Supported Operating Environment Reference Manual (formerly titled Genesys Supported Operating Systems & Databases)

<http://genotype.genesyslab.com/xing/dl/retrieve/default.asp?item=B6C52FB62DB42BB229B02755A3D92054&view=item> and product Release Notes.

5. Product Compatibility

The Inbound Voice with Broadsoft Broadworks requires 8.1.0 Framework environment.

For additional details please check the Genesys Interoperability Guide:

<http://genotype.genesyslab.com/support/dl/retrieve/default.asp?item=B9CB405A4445E48524C5650A6E01767A1&view=item>

6. Migration Guidelines

No migrating is available as this is the first release of the product. Please refer to the Genesys Migration Guide:

<http://genotype.genesyslab.com/library/retrieve/default.asp?item=AFD71A7A5A3A9AFADABA1A638CF1F803&view=item>

7. Internationalization & Localization

There are no requirements for internationalization.

8. Pricing

For Genesys Inbound Voice with Broadsoft Broadworks the sellable Item is:

Inbound Voice with Broadsoft Broadworks (**CIM Platform SS or CIM Platform MS are a prerequisite**)

When Sellable Item Genesys Inbound Voice with Broadsoft Broadworks is ordered, the following CD is shipped:

- Inbound Voice with BroadSoft BroadWorks English (United States)

Licensing:

- 80 csta_connector_bw_sdn**
- 80 tserver_cc_sdn**
- 80 tserver_iscc**

Note: **No eligible upgrade nor license entitlement from general Inbound Voice or SIP Server. CIM license is reusable (also from earlier purchase).**

The next version of the Genesys Licensing Guide will include the following information:

Table 3: FEATURE Names by Application

| Genesys Application Name | FEATURE Name | Description | Comments |
|---|-----------------------|--|--|
| T-Server for CSTA Connector | tserver_cc_sdn | T-Server for CSTA Connector seat licenses to support basic contact center operations and register seat-related DNs | One license per seat per T-Server for CSTA Connector primary/backup pair. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your T-Server Deployment Guide |
| | tserver_iscc | T-Server for CSTA Connector licenses to support Inter Server Call Control (ISCC, or multisite routing) transactions | One license per T-Server primary/backup pair |
| | cti_ha_option | T-Server for CSTA Connector licenses to support hot standby redundancy type | One license per redundant pair |
| CSTA Connector for BroadSoft BroadWorks | csta_connector_bw_sdn | CSTA Connector for BroadSoft BroadWorks seat licenses to support basic contact center operations and register seat-related DNs | One license per seat per CSTA Connector for BroadSoft BroadWorks redundancy cluster. Refer to the num-sdn-licenses and num-of-licenses option descriptions in your CSTA Connector Deployment Guide |

Please refer to Xchange for the published price-list.

9. Order

Contact Order management to order sellable Item.

10. Documentation

Release Notes are available on the Genesys Technical Support website:
<http://genotype.genesyslab.com/support/home/index/>

The *CSTA Connector for BroadSoft BroadWorks 8.0.x Deployment Guide* is available on the [Genesys Documentation Wiki](#).

The *T-Server for CSTA Connector 8.0.x Deployment Guide* is available on the [Genesys Documentation Wiki](#).

11. Sales Tools

Not applicable.

12. If you need further help

Any technical questions should be addressed to Genesys Technical support.

13. Acknowledgements

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