

Product Availability Announcement

8.1.1 Interaction Workspace

July 29, 2011

1. Product Availability

The Agent Desktop team is pleased to announce Product Availability of Interaction Workspace 8.1.1 effective today, July 29, 2011. Version 8.1.1 is the default shipping version. Interaction Workspace is under PM shipping control. Product Management approval is required.

2. Product Positioning and Information

Engaged representatives result in engaged customers. Interaction Workspace, an agent desktop, brings a new user experience to Genesys 8. Interaction Workspace is a role-based, modular, and fully extensible smart client application providing users blended conversation experience. This application is targeted for contact center agents, back-office experts, and branch office representatives.

The 8.1.1 release of Interaction Workspace includes the following new features (*see Features and Benefits document for cumulative list of all features to date*):

- Outbound Contact
 - Outbound Campaign calling using Preview (pull and push), Predictive, Progressive, and Matrix (ASM) mode.
 - Preview modes allow agent to reject calls with specific business reason.
 - Personal and public callback rescheduling
 - Do-Not-Call
 - Configurable outbound record data update
 - Negotiated logout to prevent drop calls
- SMS:
 - Supports both page (single message) and session (similar to chat) modes.
 - Transfer
 - Messages exchanged transcript
 - Click to dial and email
- Interaction Bar
 - Enhancement to the Interaction Workspace main view showing interaction(s) currently in progress.
 - Interaction bar allows users to control the interaction without having to 'bring to top' the interaction window.
- Standard Response Library
 - Suggested responses
- Spell Checking
 - Corporate dictionary support
- Case Information
 - Configurable case data update with UI support various data format
- Customer Context Notification
 - Existing in-progress interaction in queue
- Team Communicator
 - Agent state based on capacity rule for eService medias
- Multimedia Conversation Blending Enhancements
 - Voice to/from SMS
 - eMail to/from SMS

- Chat to SMS
- iWD Workitem to SMS
- Click to dial and email
- Miscellaneous and UI Enhancements
 - Dynamic resizing of interaction window
 - Expanded hot key and short cut mapping
 - Dial plan. Configurable dialing prefix and auto-omission of special characters

3. Supported Platforms

Switches

- Support of all tier 1 switches
- Please check with Product Management or refer to the Genesys Supported Media Interfaces Reference Manual for the specific switches supported.

Client Operating Systems

- Windows 2003, 2008, XP, Vista, and 7
- Citrix 4.0, 4.5, and 5.0

Click-once Deployment Server

- Windows 2003, 2008, and 2008R2
- Red Hat Linux 5
- Solaris/Sparc 9, 10
- HP-UX 11iv3

Web Application Server for Click-once deployment

- Microsoft IIS
- Apache

4. Product Compatibility

Interaction Workspace 8.1.1 is compatible with the following products and versions:

Servers/Applications	7.6	8.0
Framework		
Configuration Server	Not Supported	Supported ¹
TServer	Supported	Supported
StatServer (RTME)	Supported	Supported
Administrator	N/A	Supported ²
Universal Contact Server (UCS)	Not Supported	Supported
SIP Server	Supported ³	Supported ³
eService - Genesys eMail	Not Supported	Supported ⁴
eService - Genesys Chat	Not Supported	Supported ⁴
eService - iWD	Not Supported	Supported ⁴
eService - SMS	Not Supported	Supported ⁴
Outbound Contact Server	Supported	Supported

1: Requires minimum Configuration Server 8.0.2

2: Requires minimum Administrator 8.0.2

3: Requires minimum SIP Server 8.0.2 for Interaction Workspace SIP Endpoint

4: Requires minimum eService 8.0.1 components

5. **Sellable Items and Pricing** (See latest price book for pricing information)

Sellable Item Name	Description	APN Number
V8.1 - Interaction Workspace	Genesys 8 desktop application for handling customer interactions. Intended for green field customers	3GP08730ACAA
V8.1 - Interaction Workspace – Lab	For lab deployment only	3GP08731ADAA
V8.1 - Interaction Workspace GAD Upgrade	This upgrade sellable item is intended for customers that have previously purchased Genesys Agent Desktop (GAD).	3GP08733ACAA
V8.1 - Interaction Workspace AIC Upgrade	This upgrade sellable is intended for customers that have previously purchased the Advance Integration Connector (AIC) for use with custom desktop built using SDK.	3GP08732ACAA

6. **Documentation**

Documentation will be delivered as part of the Documentation CD. The documentation is also available on the Genesys Tech Support web sites at: <http://support.genesyslab.com>.

7. **Sales Tools & Upcoming Events**

The following collaterals are available on Xchange

- Datasheet
- Sales presentation
- Features and benefits
- FAQ
- Sales guide
- Sales and partner webinar

Upcoming Events

- Product Management TOI webinar

8. **If you need further help:**

Rick Phung Product Manager
Susan Stearman Product Marketing Manager

=====