

Product Availability Announcement

Simulator Test Toolkit v8.0.0

June 21, 2011



1. Product Availability

The Simulator Test Toolkit team is delighted to announce the Product Availability of the Simulator Test Toolkit v8.0.0 effective, June 21, 2011. This release of the product includes bug fixes as well as new functionality. Product Management approval is required for this product.

2. Product Information (Features)

The Simulator Test Toolkit is a set of programs that provides the ability to create a simulated Genesys environment where T-Server, and other Genesys applications can function together with customer routing strategies, voice applications, and custom CTI-enabled or VoIP applications in real time. These programs simulate a call center infrastructure with multiple switches, customer activity, and call center agent activity.

The following features are available as of this release of Simulator Test Toolkit:

- Support for 8.x CIM Platform. The Simulator Server now exposes the latest features of 8.x CIM Platform.
- Support for 8.x SIP Solution. The Contact Center Activity Simulator now supports the latest 8.x SIP Solution features.
- Support for 7.6 CIM Platform and SIP Solution. The Simulator Toolkit has been tested against 7.6 CIM Platform and SIP Solution for compatibility. See the product documentation for features which may be available in 8.x but not in 7.6.
- New canned Scenarios. Additional scripts (aka Scenarios) have been added to the Contact Center Activity Simulator to address scenarios not currently covered.
- New Simulator API. A Simulator API has been added which can be used to programmatically make requests and receive events for communication with the Simulator Server.
- Support for the Generic, Avaya Communication Manager, Nortel Communication Server 1000 with SCCS/MLS, and Nortel Communication Server 2000/2100 T-Servers. (Note: although Simulator Test Toolkit supports the listed TServers, sold separately, only Generic TServer is shipped with Simulator Test Toolkit.)
- Click-wrap Agreement. The Simulator Toolkit now has a click-wrap agreement that appears as part of the installation script.

- Enhanced Documentation. The Simulator Toolkit documentation has been updated and enhanced. For example, command line operations available for the Simulator Server are listed and described.

Detailed information about all of the new features of this release can be found in the appropriate documentation.

3. Supported Platforms

Windows is the only supported platform for Simulator Toolkit.

4. Product Compatibility

This release of Simulator Toolkit supports the 8.x CIM platform and the 8.x SIP Solution. It is likewise compatible with the 7.6.x releases of both platforms.

5. Migration Guidelines

There is no migration documentation for the Simulator Test Toolkit at this time. When available, you will find all migration information in the G8 Migration Guide

6. Internationalization & Localization

There are no requirements for internationalization.

7. Pricing

Packaging and Pricing are unchanged. Please refer to the latest Genesys [Pricing Guide](#) on xChange.

No changes in the sellable items.

3GP08767ACAA v8.0 - v8.0 - Genesys Simulator Toolkit

8. Documentation

Simulator Test Toolkit Documentation is available on the [Genesys Support](#) web site.

9. Sales Tools

The Simulator Test Toolkit Whitepaper (available on [Exchange](#)) can be provided to customers and partners.

10. If you need further help

Any technical questions should be addressed to Genesys Technical support.

Contacts:

Vlad Baranovsky Product Manager

11. Acknowledgements

Thanks to the Simulator Test Toolkit team for a timely, high quality release.
