



Product Availability Announcement for T-Server for Cisco Unified Communications Manager Release 8.1

August 1, 2011

1. Product Availability

We are pleased to announce the Product Availability release of T-Server for Cisco Unified Communications Manager (UCM) 8.1.0. Genesys T-Server for Cisco UCM 8.1.0 supports Cisco UCM v8.5 (in addition to other releases documented below). Information on specific version testing is also listed below.

Genesys T-Server for Cisco UCM 8.1.0 is now the default shipping version of the product.

2. Product Information

Product includes:

- 8.1 IP Media: Enterprise Edition CD (v8.1.000.03)
- 7.6 Stream Manager CD (v7.6.004.01)

Genesys T-Server for Cisco UCM 8.1 is a new feature offering release. The following new features are provided:

- Support Cisco Unified Communications Manager v8.5 (with one restriction, see below in Section 5)
- T-Server capability to change the original called party DN. This is to provide the ability to route the call to a different destination (for instance, a group mailbox), based on criteria defined by the client application. Messages can be customized by sending a customized request to T-Server.
- T-Server can now provide display name information for DNs involved in calls if the information is available from Cisco Unified Communications Manager.
- T-Server now fully supports the deletion of a shared line party from a conference call without the client having to know which shared party is active. T-Server internally adjusts the party to be deleted to correspond to the active shared party to ensure that the request is successful.



- Support distributed nodes of Cisco UCM cluster
- Whisper Intercom Feature: third-party call control (3PCC) support for the Cisco Talk-back Intercom Feature. This feature allows the monitored Agent to use CTI requests from T-Server to talk back to the Supervisor without being overheard by the customer.
- Support for Querying JTAPI on Call States / Active Call On DN. This feature provides an enhanced capability to detect and clean up stuck calls after a link disconnection/reconnection.

3. Supported Platforms

For details on platform support including OS, VoIP Gateways, IP Phones; please check [Genesys Supported Media Interfaces](#) (click on hyperlink to retrieve it).

Please check the Release Notes of T-Server for UCM as well.

4. Product Compatibility

The Genesys 8.1 T-Server for Cisco UCM is compatible with Framework 6.5, 7.0, 7.1, 7.2, 7.5, 7.6, 8.0 and 8.1.

T-Server for Cisco UCM 8.1 is supported for deployments with the following versions of Cisco UCM: v4.1.x, v4.2.x, v5.1.x, v6.1.x, v7.0.x, v7.1.x, v8.0.x and v8.5.x (with restrictions, please see below for details).

Cisco UCM T-Server 8.1 was tested with these specific Cisco UCM point releases and JTAPI versions:

- Version 4.1(3)sr1 with JTAPI 2.1(3.9)
- Version 5.1.3.1106-1 with JTAPI 3.1(3.8)
- Version 6.1.1.2000-3 with JTAPI 6.0(1.1000)-5
- Version 7.0.1.11000-2 with JTAPI 7.0(1.1000)
- Version 7.1.2.20000-2 with JTAPI 7.1(2.10000)-3
- Version 8.0.2.10000-24 and JTAPI version 8.0(2.10000)
- Version 8.5.1.10000-26 and JTAPI version 8.5(1.10000)-1

The above versions are noted for customer queries regarding exact versions tested by Genesys.



5. Cisco UCM v8.5 support limitations

While executing qualification tests with Cisco UCM v8.5, the following issue was found.

Limitation:

RequestAnswerCall fails in this specific 3rd party call control shared line scenario:

Shared line DN1 does RequestMakeCall to DN2 which answers.

DN2 does RequestInitiateTransfer to DN3.

DN2 does RequestCompleteTransfer.

DN3 attempts RequestAnswerCall but fails due to an unspecified Cisco JTAPI Exception.

The same call flow works correctly when done manually (first party call control).

A ticket has been opened with Cisco to resolve this on the Cisco UCM side.

6. Internationalization & Localization

There are no requirements for internationalization.

7. Pricing

Please refer to the Genesys Pricing Guide for pricing information.

Please refer to RevGen for the published price-list.

The Stream Manager application is provided with the T-Server for Cisco UCM for no additional charge.

8. Documentation

The following product documentation guides are available:

- Framework T-Server for Cisco Unified Communications Manager Deployment Guide 8.1.
- T-Server for Cisco UCM v 8.1 Release Notes
- IP Media: Enterprise Edition ReadMe
- Genesys Developer Program 7 T-Library SDK Developer's Guide, which contains the T-Library API, information on TEvents, and an extensive collection of call models.

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- Genesys Migration Guide contains a documented migration strategy for each software release. Please refer to the applicable portion of this guide or contact Genesys Technical Support for additional information.
- Genesys Licensing Guide contains information about the licensing requirements for this software. Please refer to the applicable portion of this guide or contact Genesys Technical Support for additional information.

These documents, the Release Notes and Release Advisory are available and delivered with product software. The documentation is also available on the Genesys Support web sites at:

<http://genotype.genesyslab.com/support/home/index/>.

9. Cisco Update

- Genesys is a Registered Partner in the Cisco Developer Network (CDN) program. The list of Genesys products certified with Cisco is displayed on the Cisco CDN website at:
<http://developer.cisco.com/web/partner/search?accountId=0014000000OZ8BUA A1& target3=View+Account&history=true>
- Genesys has recently completed certification of T-Server for Cisco UCM 8.0.1 with Cisco UCM v8.0. A new higher capacity model for Cisco UCM has also been tested with Cisco (final Cisco IVT report pending). Please contact Product Management if you would like more information on the high capacity configuration model.

10. Orders

T-Server for Cisco Unified Communications Manager v8.1 is available for order without restriction.

T-Server for Cisco Unified Communications Manager v8.1 is included in the sellable items **v8.1 – Genesys Inbound Voice** and **v8.1 Genesys Inbound Voice - Lab**.

The CIM license is a prerequisite to order Inbound Voice. The Stream Manager application is included with T-Server for Cisco UCM for no additional charge.

There are no changes to technical licenses required for T-Server for Cisco UCM v8.1, **but the 8.0 version of the technical licenses is required**. These licenses are included with the sellable item.



11. If you need further help:

Questions (non-production related) can be address to 'voip tech' email alias. Any production related technical questions should be addressed to Genesys Technical support.

12. Acknowledgements

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