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## About This Software

Note: The Utopy suite of products is currently integrating into the Genesys product suite. Documentation included on this CD may still refer to Utopy until this integration is complete.

Utopy identifies critical business topics and events in recorded call-center conversations. Utopy listens to the interactions between customers and contact-center agents, identifies the topics that were discussed, and categorizes what took place within each interaction. These features enable managers to find calls that have specific characteristics or that deal with particular topics, to identify and listen to the parts of calls that interest them, and to keep track of a wide range of system metrics.

## New Features in 8.0.x

Some of the primary new features in release 8.0.1 are:

New languages—Utopy is now enabled to support Portuguese (Brazilian) and German languages.

Multiple-response questions—The Forms Manager of the Quality Management module now supports multiple-response questions. These are multiple-choice questions for which the user can select more than one answer.

Operating system support—Utopy now supports Windows Server 2003 and Windows Server 2008R2 64-bit edition.

Database support—Utopy now supports Microsoft SQL Server 2005 with Reporting Services SP4 (9.0.5000) and Microsoft SQL Server 2008R2 with Reporting Services SP1 (10.50.2500.0).

Browser support—Utopy now supports Microsoft Internet Explorer versions 8 and 9.

## Directories on This CD

### Bin

Contains the files needed to operate the Utopy UPlatform.

### Documentation

Contains the ReadMe file, the graphics for the ReadMe file, the HTML help files, and

the product documentation.

FullInstaller

Contains the installation files for this software.

Reports

Contains files needed for the Utopy reports functionality.

SupportFiles

Contains the product support files.

Web

Contains the files needed for the Utopy web-based interface.

## Documentation

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Product documentation is provided in the Documentation folder of this CD.

## Technical Support

### Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Care Program Guide](#). Please tell the Technical Support representative that you are a Utopy 8.0 customer.

### Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, please contact your sales representative.

### Supported Operating Environment Information

Information on supported hardware and third-party software is available in the Utopy Installation Guide, which is available in the Documentation folder of this CD.

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## Your Responsibility for Your System

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