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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesys.com

About This Software

Genesys Quality Management consists of the following products:

Call Recording Component—Genesys Call Recording is a multichannel recording solution for contact centers and unified communications environments. Call Recording is easy to install and use and allows you to centrally manage your entire deployment. The robust enterprise features help you meet all of your compliance recording needs.

Screen Capture Component—Genesys Screen Capture monitors and captures agent screens, providing a company with the means to evaluate the performance of individuals or groups of contact center agents throughout the organization. Screen Capture provides a full view of customer interactions when paired with Call Recording.

Quality Management & Monitoring Component—Genesys Quality Manager is a comprehensive contact center quality management solution for scoring and improving an agent's performance. Quality Manager enables the creation of questionnaires with multi-level scoring, scheduling and execution of evaluations and the use of reports to spot trends.

Genesys Live Monitor supplies supervisors with a real-time overview of all their agents' active calls. Live Monitor allows supervisors or contact center managers to listen to live agent interactions and to add flags and scorings for later review.

New Features in Release 8.1

Release 8.1.520.00

This section describes some of the new features introduced in the 8.1.520.00 release. See the release notes for complete details on these enhancements and on other modifications and updates to this product:

- **Advanced reporting capability.** Agent Skills, Compare Groups and Agents, Compare Evaluators and League Table have improved usability and features. Reports include drill downs and drill ups, table and graphical visualization, easy navigation, root cause discovery and export to Microsoft Excel. Target score can be set to compare and drive agent's performance to reach defined key performance indicators.
- **New AMQP Protocol.** AMQP Protocol replaces the legacy CORBA

technology, used for communication between Recorder Server and the Core. The upgrade to AMQP increases the number of Recorders connected to a single Core and the number of simultaneously recorded calls per Recorder. AMPQ Messaging technology is already used in the Decoder to Core communication.

- Improvement to Live Monitor. Significant enhancements were made to improve Live Monitor stability. Renewed Live Monitor console provides more comfort and detail and gives supervisors and managers detailed insight into the agent group.

Release 8.1.514.00

The 8.1.514.00 release is a maintenance release containing corrections and modifications only. Please see the Release Notes document for more details.

Release 8.1.513.00

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Release 8.1.512.00

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Release 8.1.511.00

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Release 8.1.510.00

This section describes new features introduced in the 8.1.510.00 release:

- Media Lifecycle Management Enhancements
New Monitor Disk Space tool:
 - A tool for monitoring disk space usage accessible from the user interface
 - Alert functionality when the disk space reaches certain predetermined thresholds
- New Genesys Active Recording and EPR Features
As part of the Genesys Active Recording Ecosystem, GQM introduces the following important features for active recording using Media Stream Replication (MSR) technology:
New Call Supervision support in EPR and Active Recording mode.
 - Genesys Driver can properly recognize that certain call was monitored by supervisor
 - External data contains details about the Supervision Mode and Scope and identifies the Supervisor
 - Barged calls are properly identified
Replay Server mode of Genesys Active Driver
 - Provides the possibility to deploy a Replay Server in combination with Live Monitor and to provide live monitoring capability without influencing the recording
 - Genesys Active Driver can run in "passive mode" when no requests are passed to TLib and none of the existing couples can switch to recording mode
- Support for UCM
Call Recording now supports UCM 9.0 and 9.1.

- Support for AVAYA
Static registration of recording terminals. *Recent implementation of the Avaya recording used on demand registration of the DMCC based virtual phones. This has a negative impact in case that system is under load. The driver now registers all the DMCC virtual phones upon startup and keeps them in a pool where they are available for recording and can be immediately inserted in to the single step conference*
- Outbound geo-location
 - Additional requirement covering geo-location support for outbound calls
 - Enhances the existing geo-location support released in 8.1.500
- Improvements to Universal Player
 - Media export - audio only - export whole call as single mp3 file, call segments are divided by short beep signal
 - Tag content visualization - display speech tag and phrase on mouse over the speech tag
 - Enhanced segments view - improved visualization in Advanced mode, controls moved to the top of the player
 - Separated controls for showing screen recording and segments - support for Advanced mode and Screen mode displayed in parallel, screen mode opening above waveform, advanced mode opening below the waveform.
 - Improved Universal Player integration in Evaluation Form and Grading Form - Universal Player moved to the top of the Evaluation and Grading Form providing full set of features - displaying speech tags, screen and advanced modes
- Backup and Restore of configuration
 - Backup of complete server configuration
 - Restore to the current version including configuration parameters migration.
 - Supported source releases 8.0.4.8, 8.0.49Supported target releases: 8.1.501, 8.1.502, 8.1.510.

Release 8.1.504.00

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Release 8.1.503.00

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Release 8.1.500.00

This section describes new features introduced in the 8.1.500.00 release:

- New Genesys Active Recording Features
As part of the Genesys Active Recording Ecosystem, GQM introduces the following important features for active recording using Media Stream Replication (MSR) technology:

- After Call Work (Wrap-up) support
- Monitoring and recording of the additional DN types (Trunk Group, Voice Treatment Port, ACD Position)
- Recorder fail-over support
- Geo-location support
- Recording of Alpha-numeric DNs
- Custom tags for multi-location duplication of recording
- Avaya Support
 - Full support of recording of AVAYA CM / AES versions 6.2, 6.1, 6.0, 5.2
 - Integration with Genesys using Genesys Integration Module (GIM will be replaced by other technology later, due to known limitations)
 - High Availability including Replay Server HA
- Decoder Server Enhancements
 - Support of Spring AMQP Messaging
 - Conversion tool for processing streams with different payloads
- Support of Time Zones in Call Recording
 - Additional requirement covering geo-location support for outbound calls
 - Time zone settings are applied to:
 - Recorded and Restored Calls screens
 - Recorded and Restored Calls search panels
 - Audit Log screen
 - Advanced Player
 - Send Call to Email template
- New Localization Languages in Call Recording and Quality Manager
 - Dutch
 - Swedish
 - Danish
 - Finish
 - Latvian
 - Portuguese (Brazil)
- Support of Alpha-numeric DNs
 - Support for alpha-numeric DNs, terminals and extensions for Genesys, Avaya and Cisco platforms
 - Supported Characters:
 - Letters: A-Z, a-z
 - Numbers: 0-9
 - Special characters: @ & + \$ % ' , . ; ! ~ () [] # - _
 - Alpha-numeric DNs are supported in:
 - Recording Rules (allows Alpha-numeric characters, wildcards, ranges)
 - Observing DN ranges (T-Server)
 - Search Panel (Call Recording Web UI)
 - User Access Filters (Call Recording)
 - Search Panel (Interactions)
 - User Manager (Quality Manager)
- Universal Player in Quality Manager
 - Universal Player replaces the need for Windows Media Player or other media plugins in Quality Manager
 - Universal Player is a Java applet that supports the playback of recorded audio files with the screen capture video
 - An Advanced Mode shows calls that consist of multiple segments, such as transfers, holds, and conferences. These segments are shown as parts in a timeline that reflect the complete call.
- Support of RHEL 6.2

RedHat Enterprise Linux 6.2 (32-bit) is now the required OS for GQM implementations. This provides the following key sizing advantages:

- Supports files and filesystems up to 16TB in size
- Supports unlimited sub-directories

Quick Start

You will require a server containing a standard installation of the Red Hat Enterprise Linux (RHEL) 6.2, 32-bit Operating System, together with access to the RHEL CD or ISO software distribution.

The following steps are a summary of the detailed installation example in the 'Installing GQM Packages for RHEL' section of the GQM Pre-implementation Guide. Please refer to that document for more details.

1. Log in to your server and open a CLI window with root privileges.
2. Mount the GQM installation media and copy over the required RPM setup files.

```
mkdir -p /media/cdrom/  
mount /dev/cdrom /media/cdrom/  
cp /media/cdrom/GQM_Suite/RPMS/qm-meta-os*.rpm /tmp/  
cp /media/cdrom/rhel.repo /etc/yum.repos.d/  
umount /media/cdrom/
```

3. Mount the RHEL 6.2 installation media and install the local RPM repository and dependencies.

```
mount /dev/cdrom /media/cdrom/  
yum localinstall --nogpgcheck -y /tmp/qm-meta-os*.rpm
```

If there are any dependency problems when running the yum localinstall command, there will be messages stating which packages are involved; these will

need to be removed. Note that the Open JDK package (for example, java-1.6.0-openjdk) often causes dependency issues and can safely be removed.

Remove the affected packages using the yum remove command first, for example, yum remove java-1.6.0-openjdk, then enter again the yum localinstall command again as before. Repeat this procedure until the command is successful.

4. You must now ensure that the following packages are uninstalled: gcj, and java-1.4.2-compat, then unmount the RHEL installation media.

```
yum remove gcj java-1.4.2-gcj-compat --disablerepo=qm  
umount /media/cdrom/
```

5. Mount the GQM media again and install GQM from the RPM package.

```
mount /dev/cdrom /media/cdrom/  
cd /media/cdrom  
yum clean all  
yum makecache --disablerepo=rhel  
yum install -y qm-meta --disablerepo=rhel --nogpgcheck  
cd -  
umount /media/cdrom/
```

6. Start the Quality Management setup tool as follows:

/opt/callrec/bin/callrec-setup

7. After completing setup, Quality Management will be configured and started.

Complete instructions regarding Genesys Quality Management installation are found in the Genesys Quality Management Pre-implementation and Implementation Guides, which are supplied as part of the release documentation.

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Documentation

Product documentation is provided on this CD and on the [Genesys Documentation website](#).

IMPORTANT NOTE: The GQM documentation is now delivered in a .zip file format on this CD. The entire file set MUST be extracted to a local or network folder to work correctly. Though individual pages may be viewed in the .zip file format, the hyperlinks will not work correctly unless the file set is fully extracted. When the file set is extracted, click on the file `_START_HERE.HTML` to access the documentation set.

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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* originally written at the National Center for Supercomputing Applications,
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