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About This Software

Genesys SIP Voicemail is a SIP-based voicemail server, for Genesys Contact Centers. Callers leave voicemail messages, agents retrieve and manage those messages.

You access Genesys SIP Voicemail messaging functionality using any telephone (inside or outside the office), and Genesys SIP Voicemail configuration using a web browser or Genesys Framework. Among the Genesys SIP Voicemail functions are:

- Listen to, and manage messages from others.
- Leave messages for individuals or groups.
- Configure greetings, change password.
- Configure Message Waiting Indicator (MWI).
- Administer mailboxes.

Genesys SIP Voicemail consists of the following components:

- SIP Voicemail Server
- SIP Server (GSVM)
- SIP Server (Agents)
- Genesys Voice Platform (GVP) Resource Manager (RM)
- GVP Media Control Platform (MCP)
- Vocalizer/Nuance Speech Server
- Genesys Voicemailinstallation package

New Features in Release 8.1.x

Genesys SIP Voicemail 8.1.1 includes the following features:

High Availability

Supported with Solution HA, where all components are co-located on two servers.

Pre-recorded prompts in many language options

English (US), English (UK), French, German, Spanish (Spain), Spanish (Latin America), Russian, Italian, Japanese, Portuguese (Brazil), Chinese (Mandarin). (Note that Nuance TTS is now removed from the product and no longer required).

Windows 2008 (64bit) Support

(In addition to existing Red Hat Linux support)

Message Waiting Indicator status synchronization

Synchronization occurs after specific scenarios.

Genesys SIP Voicemail version 8.1.000.27 includes the following features and updates:

Simplified Linux installation

You no longer need to set the environment variable GSIPVM_HOME when installing the SIP Voicemail server on Linux Red Hat Enterprise Linux (RHEL) 5.

Configurable RAM setting

During installation, you can now set the RAM size to a value appropriate to your hardware.

Simplified Complete Install tool

The complete install tool now automatically makes previously manual configuration changes.

The first release of Genesys SIP Voicemail was version 8.1.000.20, and it included the following features:

Accessing Personal Voicemail

Agents can access Genesys SIP Voicemail using a local desktop phone, a "remote telephone" outside the office, and a web browser.

Changing Personal Mailbox Options

Agents can change the name that callers hear before leaving a message, and the password that they use to access Genesys SIP Voicemail.

Creating and Deleting a Voice Mailbox

Administrators can create or delete the voice mailbox for an agent.

Leaving a Voicemail Message

Callers can leave a message for Agents using a local desktop phone or a "remote telephone" outside the office.

Managing a Personal Greeting

Agents can record an extended absence greeting, a personal greeting, and two alternative greetings.

Support for Multiple Languages

Genesys SIP Voicemail supports multiple languages.

System Platforms

- Red Hat Enterprise Linux 5 and higher, 64-bit

For a complete list of all databases and operating systems supported by Genesys, please refer to the [Genesys Supported Operating Environment Reference Manual](#).

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Directories on This DVD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

linux

Contains the Linux-specific files for running Genesys SIP Voicemail.

ThirdPartyApplications

Contains the files for third-party applications that work with Genesys SIP Voicemail.

templates

Contains the application templates used for configuration.

Documentation

Product documentation is provided on the [Technical Support website](#), the [Genesys Documentation wiki](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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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 Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys SIP Voicemail 8.1 customer.

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Supported Operating Environment Information

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

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

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