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Genesys Cloud - Premier Edition
OEM Release Note

Virtual Contact Center Draft

Table of Contents

DRAFT

Genesys Cloud - Premier Edition OEM Release Note

Introduction

This release note applies to the OEM companies who offer a customized version of Premier Edition to their own customers. Currently, notes in this release note are specific to the CSR Tool.

- The New in This Release section lists the new features.
- The Corrections and Modifications section for each release lists corrections to issues and limitations that were previously documented as Known Issues.
- The Known Issues and Recommendations section is a cumulative list. It includes information on when individual items were found and, if applicable, corrected.

Note: The numbers in parentheses are internal references.

New in This Release

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This release contains the following new CSR Tool features and functionality:

For customers on the GVP platform, call recording is now only enabled through the CSR Tool. The actual configuration of call recording (like identifying what portion of the call to record) is accomplished within CX Builder, where users can control the settings.(ACD-3795, PEP-763)

Note: Telstra users are on the GVP platform.

You now have the option of configuring accounts to support the following:

- Monet WFM Adapter, which provides both real-time agent state updates as well as historical (15 minute) data to Monet. (AACD-2956, PEP-802)
 - WebRTC, which provides support for provisioning WebRTC. (AACD-3746, PEP-751)
 - Credential Key Management, which enables you to manage encryption keys associated with bulk call recording downloads.(PEP-748)
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Corrections

This release includes the following corrections and modifications:

Searching for subscribers for numbers outside of the United States but without enabling the "Search for Partial Matches" now returns expected results. Previously, the search only returned expected results when the "Search for Partial Matches" option was selected. (PEP-759, PEP-758)

The password creation email now contains the Genesys logo or the genesys.com URL instead of those associated with Angel. (PEP-403)

Known Limitations

This section provides the latest information on known issues and limitations associated with this product.

If you create a subscriber account in the CSR Tool using the **Add Enterprise Account** dialog box, wait 10 minutes before enabling the **ACD** check box in the **Configure Account** section and setting the CX Builder features for your account. (AACD-3855)

The **ACD Page** cannot be customized for OEM implementations. (PR-13839)

Documentation and Support

Additional Information

Additional information on Genesys Telecommunications Laboratories, Inc. is available on our Customer Care website.

The following documentation also contains information about this solution:

- The *VCC Dashboard Help* gives you the information that you need to use the VCC Dashboard application.
- The *VCC Agent Desktop Help*: gives you the information that you need to use the VCC Agent Desktop application.
- The *CX Analytics Help*: gives you the information that you need to use the CX Analytics' VCC historical reports.
- The *CX Builder Help*: gives you information on how to use CX Builder.
- The *VCC CTI Adapter for Salesforce Help*: gives you the information that you need to use the VCC CTI Adapter for Salesforce application.
- The *VCC CTI Adapter for Zendesk Help*: gives you the information that you need to use the VCC CTI Adapter for Zendesk application.
- The *VCC CTI Adapter for NetSuite Help*: gives you the information that you need to use the VCC CTI Adapter for NetSuite application.

Product documentation is provided on the Customer Care website and the Genesys Documentation website.

Contacting Genesys Customer Care for the Cloud

Need additional assistance with using your Genesys Cloud solution? We're happy to help. Just contact us using one of the phone numbers listed on the following page: Cloud Contact Phone Numbers.

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