



DRAFT

Genesys Cloud - Premier Edition  
OEM Release Note

Premier Edition Cloud Draft

# Table of Contents

DRAFT

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.

- 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

This release contains the following new features and functionality.

---

### CSR Tool

When you create a new subscriber in the CSR Tool, you can now specify a Company Name of up to 250 characters long. CX Builder also supports this new character length. (AACD-4978)

---

When you configure an account in the CSR Tool, you have two new options:

- **Advanced IVR Enabled** — allows you to enable a **Transaction Page** in CX Builder.
- **Data Page Enabled** — allows you to enable a **Data Page** in CX Builder.

(PEP-1011, AACD-4705)

---

On the **Add Enterprise Account** page, the CSR Tool now lists only the time zones supported by CX Analytics. (PEP-942)

---

Australian Users: On the **Call Transfer** page in the **Advanced Options** tab the US phone number prefix “703-555” in the **Customize Caller ID** field has been replaced with the phone number prefix “61 28514”.

**Note:** Australian users are on the GVP platform.

---

## Corrections

This release includes no corrections and modifications to the CSR Tool.

---

## Known Limitations

This section provides the latest information on known issues and limitations.

---

On the **Change Account Status** screen in the CSR Tool, if you choose **Unsubscribe**, an unexpected error may occur. (PEP-1172)

---

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.

### Copyright Notice

All information, whether text or graphics, contained in this document is confidential and proprietary information of Genesys Telecommunications Laboratories, Inc., and is provided to you solely for the purpose of assisting you in using a Genesys product. All such information is protected by copyright laws and international treaties. No part of this document may be reproduced or transmitted in any form or by any means, electronic, mechanical, or otherwise, for any purpose without the express written permission of

Genesys Telecommunications Laboratories. The possession, viewing, or use of the information contained in this manual does not transfer any intellectual property rights or grant a license to use this information or any software application referred to herein for any purpose other than that for which it was provided. Information in this document is subject to change without notice and does not represent a commitment on the part of Genesys. Genesys does not warrant that all information contained herein is accurate or complete. All trademarks or registered trademarks for products and services mentioned in this document are the property of Genesys Telecommunications Laboratories. All trademarks or registered trademarks for third-party products mentioned in this manual are the property of their respective owners.

Copyright 2014–2015, Genesys Telecommunications Laboratories, Inc.

ALL RIGHTS RESERVED

DRAFT