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About This Software

Unlike traditional IVR which presents the same menu to every caller, Genesys SpeechStorm Voice Applications apply business logic to consider caller identity, intent, preferences, and context to determine the most appropriate and personalized next step. Genesys SpeechStorm provides pre-built IVR, speech self-service and mobile apps that reduce waiting time for customers and reduce call handling times in the contact center. Visual IVR as part of the Personalization Platform, engages customers on the web or their mobile devices to present visual options, menus, and self-service with all the power and flexibility that SpeechStorm provides for the voice channel.

New Features in 3.3.0

Please see the Speechstorm 3.3.0 Release Notes for a complete description of the new features in this release.

Directories on This DVD

Documentation

Contains the ReadMe file, the graphics for the ReadMe file, the SpeechStorm 3.3.0 Release Notes, and the versions file.

web_configuration_manager/windows_x86/

Contains the installation files for this software.

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Technical Support

Contacting

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

For complete information on how and when to contact Customer Care, read the [Genesys Care Support Guide for On-Premises](#). Please tell the Customer Care representative that you are a SpeechStorm 3.3.0 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.

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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