

GENESYS

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User's Guide

Change History

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This section lists topics that are new or that have changed significantly since the first release of this content.

New in Release 8.1.2

New topic:

Agent Groups and Place Groups Calculations

New in Release 8.1.1

New topics:

Enabled-Seat Measurement and Calculations

Changed topics:

- Product Overview has significantly changed.
- Starting and Stopping License Reporting Manager has significantly changed.
- LRM Troubleshooting Report was removed, because it is no longer included.
- Reporting was removed, because you can now manage reports through GAX.
- Agent Connector, Call Qualification Parking, Genesys Info Mart, Genesys Interactive Insights, Genesys Social Media, GVP Ports, High Availability, QM Call Recording have been added to Processing of Concurrent Seats.
- Data Restore has been removed from Data Backup.
- · LRM Tasks and Related Procedures has changed.
- All procedures have changed in User-Defined Bundles.

New in Release 8.1.0

Changed topics:

· Starting LRM automatically from scheduled scripts on Linux has been added to Starting LRM.

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