



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Universal Routing Reference

Updates to Existing 8.1.4 Documentation

5/3/2025

# Updates to Existing 8.1.4 Documentation

Below are documentation updates for the *Universal Routing 8.1 Reference Manual*:

Chapter Number	Chapter Name	Update Summary
2	IRD Objects	<p><b>Classification Object Update</b></p> <p>Classification Server 8.5 and Strategy Execution</p> <p>Identify Contact Object Update</p> <p>Web Service Object Update</p> <p>Workbin Owner Types and Compatible Target Types</p> <p>Using Variables - Find Interaction Object</p> <p>Also see the Security section below.</p>
3	URS/IRD Functions	<p><b>Additional Data Returned by SelectDN</b></p> <p><b>New or Updated Function Descriptions</b></p>
4	URS Options	<b>New or Updated Configuration Option Descriptions</b>
Appendix C	URS Methods	<p><b>Estimated Wait Time Improvement Using URS Web API</b></p> <p>Additional Information on HTTP Report Method</p>
Various	Other Updates	<p><b>Maximum Characters for Combined Length of Target and Stat Server Name</b></p> <p><b>Distribution of Multimedia Interactions During Shutdown or Backup Mode</b></p> <p>Removal of 9999 License Limit</p> <p>Maximum Length Limitation for Text Field on Web Service Object</p> <p>Corresponding Genesys Administrator (GA) Screenshots for Old Configuration Manager (CME) Screenshots</p>
Security		<b>Secure communication with Workforce Management Server</b>

Chapter Number	Chapter Name	Update Summary
		<p>using the standard Transport Layer Security (TLS) protocol. See the Transport Layer Security section in the <i>Genesys Security Deployment Guide</i> for details.</p> <p>IRD supports TLS 1.2. The Security TLS Protocol control in the Web Service object contains a new value, TLSv12.</p> <p>IRD supports communication with Message Server through a secure port. To configure a secure connection to Message Server, refer to the <i>Genesys Security Deployment Guide</i>.</p> <p>TLS Support: When connecting to a server through a security channel (TLS), URS relies on Genesys Security Layer. Server-side and Mutual authentication are supported as specified in the <i>Secure Connections (TLS)</i> section of the Genesys Security Deployment Guide.</p>