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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesyslab.com

About This Software

Genesys Orchestration Server (ORS) is the Genesys Routing component based on open standards, managing customer sessions across media types, binding disparate interactions into a cohesive service for the customer. ORS in combination with Universal Routing (URS) makes up the Orchestration Platform.

Genesys Orchestration Server constitutes a session-based platform utilizing an SCXML engine, with a built-in Web Service and RESTful interface functionality, facilitating easy connectivity to external systems through HTTP(s) requests.

A functioning environment that involves ORS should include Universal Routing Server, Framework with Genesys Administrator, and an Application Server for provisioning. Users can build SCXML applications using Genesys Composer and externalize the logic and provide control to business users through Genesys Rules and Genesys Administrator, thereby simplifying the solution.

The Orchestration Server CD contains Orchestration Server 8.1.3, Application Templates, and Apache Cassandra.

Note: Previous versions of Orchestration Server (ORS) are included on the Universal Routing CD. Beginning with ORS 8.1.3, ORS is provided only on the ORS CD.

New Features in 8.1.x

Orchestration Server 8.1.3 Features

- There has been a significant architectural change in this release of ORS. ORS now supports a cluster failover and load distribution across two or more data centers. Instead of a cluster of ORS nodes, the architecture is modified such that sessions are distributed among node pairs (primary/backup) with active primary.
- The Apache Cassandra open source solution packaged with Genesys Orchestration Solution now supports a single Cassandra instance across multiple data centers. The Cassandra version included on ORS CD has also been upgraded. ORS 8.1.3 supports Apache Cassandra Version 1.1.x, beginning with Version 1.1.12.
- The `<createcall>` functionality, which enables calling a user-defined number through the SCXML application, now also provides support to decipher the call status of the initiated call by classifying it as VM, FAX, or dead air, and

to provide the specific events to the requested party. This feature assists the Genesys Mobile Engagement solution.

- ORS performance has been improved significantly with this release.

Orchestration Server (ORS) 8.1.2 Features

- Orchestration platform now supports call treatment which just includes ORS and media server only. In the previous versions, this functionality was managed by URS working in tandem with ORS.
- Genesys Orchestration Server (ORS) now has features enhancing multisite routing from an ORS cluster.
- ORS now supports fallback URI, as a failover mechanism to provision SCXML application from a Web Server.
- This release of ORS supports multiple views of an Interaction queue, this provides flexibility to users to branch out earlier based on conditions up-front before kick starting a work flow.
- ORS now supports sending user events to a specific T-Server/SIP Server/IVR Server.
- ORS now supports extension data update during call processing to influence, recording, reject codes, dynamic greetings, remote supervision, overriding ring no answer capabilities.
- ORS now supports Windows 2008 64-bit native.

Orchestration Server (ORS) 8.1.1 Features

- Genesys Orchestration Server (ORS) can now be used to implement the business logic associated with Advice of Charge (AoC) through the `<privateservice>` action. This feature enables SIP Server to act as a Charge Determination Point (CDP) to specify the charges/billing rates that will be applied for using a service.
- Orchestration platform now supports Service Level and Service Objective routing solutions. Users can now build SCXML applications to achieve these solutions.
- The Cassandra Open Source solution that is packaged with the Genesys Orchestration Solution is upgraded to versions 0.7x and 0.8x.
- ORS now provides stricter session control through Genesys Administrator, which facilitates real-time reporting for the Orchestration platform and provides application provisioning capabilities.
- Encryption of the Secure Socket Layer (SSL) security password that is used to retrieve strategies is now supported.
- Username, password, and headers are now supported in the `session:fetch` action.

Orchestration Server (ORS) 8.1.0 Features

- ORS supports interaction persistence through the use of Cassandra. This functionality provides uninterrupted processing of sessions regardless of ORS instance failure. Other applications within the ORS cluster will pick up the pending task as stipulated in persistence database.

Note: Cassandra is a highly scalable second generation distributed database and is part of the Apache project. Cassandra services can also be implemented in an N+1 architecture similar to ORS and is bundled on this ORS CD. For more information on Cassandra, please refer to <http://cassandra.apache.org>.

- ORS now facilitates a real-time view of sessions through Genesys Administrator. Users can see all current and pending sessions listed by cluster, Orchestration service, and so on, for the previous 24 hours.
- ORS now allows the use of Statistical Functional Module functions without

- subscribing the required statistics beforehand within the SCXML application.
- ORS is now supported on the Red Hat Enterprise Linux 5.5 32-bit and the 64-bit Native operating systems, in addition to the operating systems on which it is currently supported.
- ORS now supports TCP/IP v6. TCP IP v6 improves network security and addresses allocation and efficiency in routing traffic.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

solution_specific

Contains the installation files for the software.

templates

Contains the application templates used for configuration.

ThirdPartyApplications

Contains third-party software bundled with ORS.

Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

In addition to an updated library of product documentation, the Genesys Customer Care website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides Customer Care to customers worldwide with support 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 Program Guide](#). Please tell the Customer Care representative that you are an Orchestration Server 8.1 customer.

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Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Documentation website in the following documents:

- [Genesys System-Level Guides](#)
- [Genesys Supported Operating Environment Reference Guide](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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