



PureConnect Product & Solution Strategy Summary of Announcements

This email summarizes all announcements from Product and Solution Strategy made in the past 15 days. The content found here will provide you with not only a list of announcements, but also with a brief description and link the public PureConnect Resource Center, where you will find more details on what has been released.

Product Availability Announcements

PureConnect

2017 R3

PureConnect 2017 R3 includes new and enhanced product features. It has been posted on our Product Information site and released via Interactive Update. The online documentation library has been updated to PureConnect 2017 R3 and we have also posted 2017 R3 versions of Interaction Dialer, Interaction Conference, Interactive Update, PureConnect Web Applications, eFAQ, Integrations, and Migration.

With this announcement, here are some of the key features we are making available:

- **CIC for Salesforce** supports the new format of Salesforces' Sales mode UI, Salesforce Lightning.
- **Interaction Desktop Email Editing** will help speed up agents' email processing time and ensure emails with nonstandard HTML content will render correctly for the agent.
- **Improved Data Dictionary** provides an enhanced data dictionary that will help customers understand what data is stored in the PureConnect database and how to use it.
- **Forced User Logout option** in IC Business Manager/Interaction Supervisor will allow a supervisor with this security right to log off a user and release the concurrent license.
- **Interaction Connect – Feature Additions:** The following features introduced in this release that provide Interaction Client Web Edition feature parity:
 - **Fax & Voicemail Viewer**, enables users to view a list of received faxes and voicemails.
 - **Camp on internal extension** allows users to initiate camp on another user and alerts you when the camped users' status changes.
 - **Inbound SMS** works similar to inbound chat.
 - **Directory Editing** provides the capability to create, edit, and delete directory entries.
 - **Speed Dial** views can be created, with the appropriate rights.

Please be sure to review the important information for each product, starting on the [Product Information site](#):

- **Release Notes:** A high level overview of new features added to PureConnect and Interaction Dialer.
- **Special Notices:** Information on specific product changes or installation information. **Please read these carefully.**
- **Known Issues:** Issues we have found in PureConnect or Interaction Dialer and if they have been fixed in a Patch or ES.

As a reminder, the previous version of the PureConnect Documentation Library can be found [here](#) and please bookmark the public [PureConnect Resource Center](#).

- The PureConnect Resource Center provides a convenient landing page for all of the following content: PureConnect Documentation Library, CIC Developer Portal, Just-In-Time Training Videos, & PureConnect Testlab Site.
- The general [help.inin.com](#) page provides a landing page for both the PureCloud Resource Center and the PureConnect Resource Center.

These public URLs provide easier access to all of the PureConnect and PureCloud technical content.

This Release:

- Delivered features aimed at improving customer engagement with focus on the overall usability and agent experience in a web browser.
- Provides prescriptive, pre-integrated and cost effective Genesys contact center solutions.
- Drives down operational costs and optimizes PureConnect for cloud.
- Enhances the Genesys ability to compete against other vendors, especially for new logos in the mid-market segment.

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Available to : PureConnect

Release Notes : [PureConnect Resource Center](#)

Your feedback is very welcome. Feel free to reach out to us with your recommendations through the email pm_operations@genesys.com.