

# Genesys Telecom Labs Joins the Cisco Developer Network and Completes Cisco Interoperability Verification Testing

Sydney, Australia February 8, 2010 Genesys Telecommunications Laboratories, a software unit of Alcatel-Lucent, announced that it has joined the Cisco Developer Network as a registered developer within the Unified Communications technology category. In addition, Genesys SIP Server, Version 8.0.0, has successfully completed interoperability testing with Cisco Unified Communications Manager, version 7.

The Cisco Developer Network ([www.cisco.com/go/cdn](http://www.cisco.com/go/cdn)) unites Cisco with third-party developers of hardware and software to deliver tested interoperable solutions to joint customers. Members of the program share Cisco's strong commitment to customer service and satisfaction and are required to undergo interoperability testing based on criteria set forth by Cisco. With offerings such as Genesys SIP Server, Version 8.0.0, customers can more quickly deploy a broad range of Cisco Compatible business applications, devices, or services that can enhance the capabilities, performance, and management of their Cisco network.

\* Interoperability testing is designed to simulate typical customer configurations, and does not replace the need for on-site testing in conjunction with actual implementation.

## About

Genesys and Alcatel-Lucent

Genesys, part of Alcatel-Lucent's Applications

Software Group, is the leader in software that manages customer interactions across all communication channels. Enterprises use Genesys software to improve the customer experience, meet business goals, and optimise resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. Enterprises can leverage their entire organization, from the contact center to the back office, to dynamically engage with customers. For more information, visit Alcatel-Lucent on the Internet: <http://www.alcatel-lucent.com>

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