PureConnect®

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GENESYS™

CIC Language Pack

Technical Reference

Abstract

Language and Prompt Packs are available for sites planning to localize CIC. This document describes how to install and apply updates to CIC Language Packs.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

Table of Contents

About CIC Language Packs

Starting with 2019 R2, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the 2019 R2 and later CIC Language Pack .iso file downloadable from the Downloads   page.

For the most recent CIC releases prior to 2019 R2, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the CIC.iso file, downloadable from the Downloads   page.

Supported languages

CIC is localized into about 19 languages. The following CIC Language Packs are available.

> **Note**: Localization scope can be different based on the language. For complete details, contact your local Sales Representative or PureConnect Customer Care.

Language	Localization Scope
Arabic	Prompts, IC User Apps, Interaction Connect
Chinese (Simplified)	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect
Chinese (Traditional)	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect
Danish	Prompts, IC User Apps, Interaction Connect
Dutch	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect
English (Australia)	Prompts
English (New Zealand)	Prompts
English (United Kingdom)	Prompts
Finnish	Prompts, Interaction Connect (BASL), IC User Apps (DS Strings), IC Business Manager Apps including Reports (Crystal Reports), PureConnect Widgets, and Interaction Dialer.
French	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect Same as the French (Canada) language pack except the prompts are French recordings.
French (Canada)	Prompts, IC User Apps, IC Business Manager Apps, IC Server Manager Apps, Interaction Connect Same as the French language pack except the prompts are French Canadian recordings.
German	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Web Portal*, Interaction Connect
Hebrew	Prompts, IC User Apps
Italian	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect
Japanese	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Client Mobile Web Edition, Interaction Connect
Korean	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect
Norwegian	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect
Polish	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect

Portuguese (Brazil)	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect
Russian	Prompts, IC User Apps, Interaction Connect (BASL), IC User Apps (DS Strings), IC Business Manager Apps including Reports (Crystal Reports), PureConnect Widgets, Web Components.
Serbian (Latin)	Prompts, IC User Apps, Interaction Connect
Spanish (Latin America)	Prompts, IC User Apps, IC Business Manager Apps, IC Server Manager Apps, Interaction Connect Same as the Spanish (Spain) language pack except the prompts are Latin American Spanish recordings.
Spanish (Spain)	Prompts, IC User Apps, IC Business Manager Apps including Reports, IC Server Manager Apps, Interaction Connect Same as the Spanish (Latin American) language pack except the prompts are Spanish recordings.
Swedish	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect
Turkish	Prompts, IC User Apps, IC Business Manager Apps, Interaction Connect

* Interaction Web Portal partially localized: Main Portal, Interaction Statistics, and Call Monitoring modules are localized.

Localized quick reference documentation

Localized quick reference documentation for selected languages is now available at Localized Printable Documentation.

Licensing

Make sure that your IC 4.0 Server license contains the Language Pack feature license(s) and that you downloaded the IC Server license to the IC server before installation.

CIC server requirements

For client workstation hardware and software requirements, see CIC System Requirements.

For support purposes, we recommend a US English operating system on the IC server.

Client workstation requirements

For CIC 2015 R1 and later client workstation hardware and software requirements, see the *PureConnect Installation and Configuration Guide*.

CIC Language Pack Server Installation

Install a Language Pack

Starting with 2019 R2, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the 2019 R2 and later CIC Language Pack .iso file downloadable from the Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx .

For CIC 2015 R1through 2019 R1, the CIC Language Pack and Prompt Pack installs are available on the CIC `.iso` file, downloadable from the Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx .

The installation instructions are similar whether you are installing a Language Pack as part of new installation or installing a new Language Pack on an existing installation.

> **Note:** If you are installing a Language Pack as part of a new CIC installation, complete the CIC Server Installation before you install a Language Pack. For more information, see the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.

To install a Language Pack

1. Ensure that your IC Server license contains the Language Pack feature license and that you downloaded the license to the IC Server before installing the Language Pack.
2. If you have not done so, download the CIC Language Pack `.iso` file from Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx , copy it to a file server, and create a share as described in the *PureConnect Installation and Configuration Guide*.
3. Run `Install.exe` from the \Installs directory on the Language Pack .iso share to launch the PureConnect Products utility on the IC server. If other CIC components are installed on the IC Server, they are pre-selected.
4. On the **Language Packs** tab, select the check box for each Language Pack to install and then click **Install**.
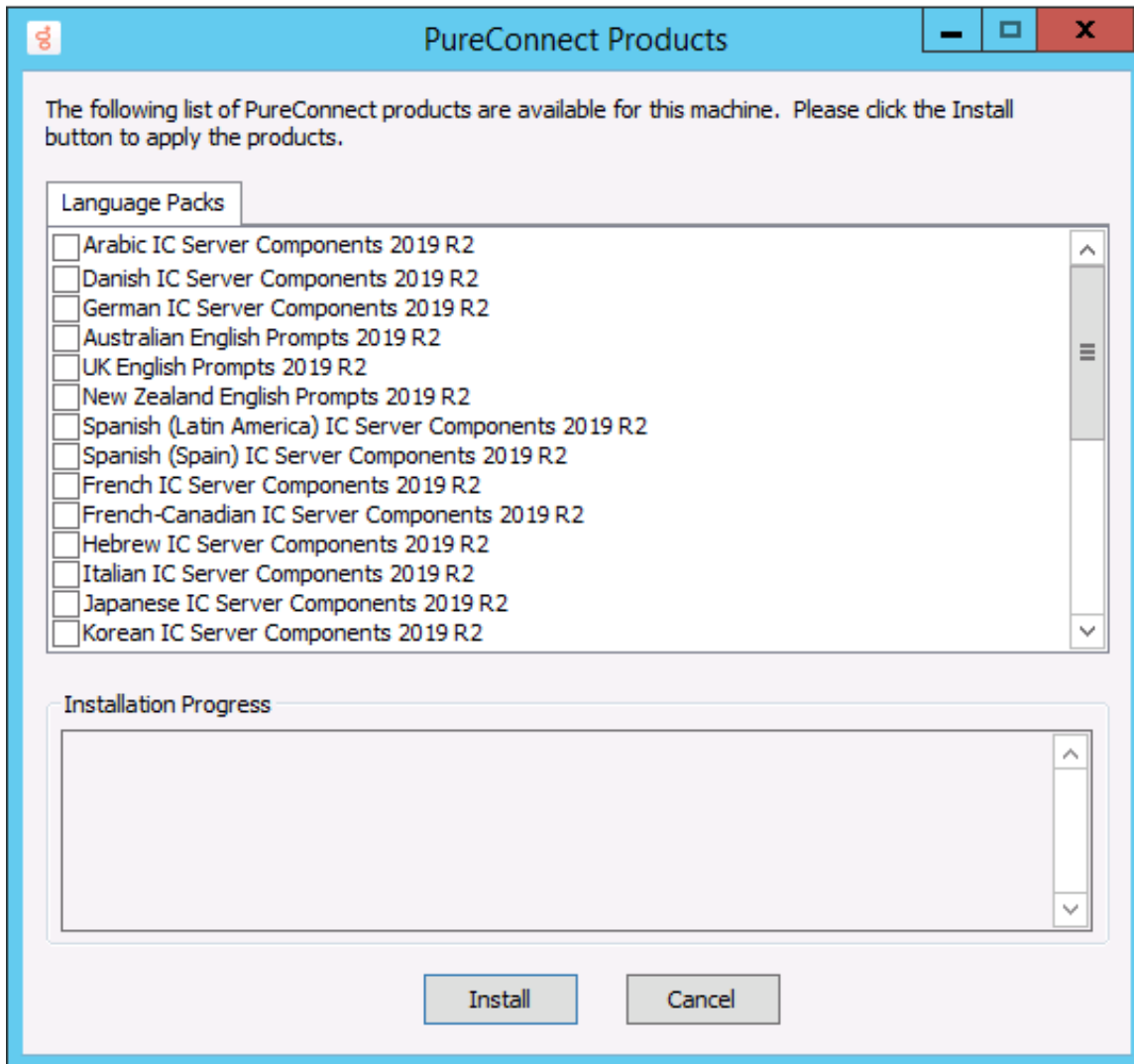
5. If the following message appears, click **Fix Patch Cache** or **Cancel** to adjust the patch cache policy manually and then run `Install.exe` again.
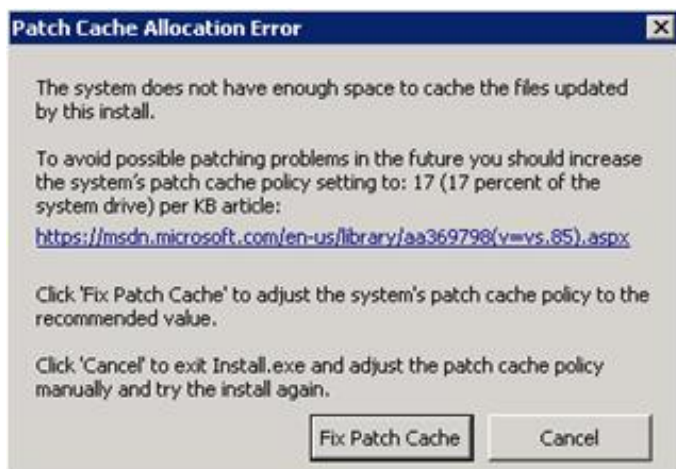
6. In the **Install Confirmation** dialog box, click **OK** to confirm the installation/update of the selected components. The Products utility proceeds to install/update the selected components.

   The Language Pack install launches silently. It copies the localized prompt handlers to the IC Server and publishes them. You can view its progress in the **Installation Progress** window.

7. When the Language Pack install has completed, `Install.exe` indicates the installation was successful. Click **OK**.

Create a Localized Dial Plan

Some Language Packs provide a *simple* localized dial plan, based on a regional dial plan (Gen2 dial plan). You can use the dial plan as a starting point for a new installation, but it might need some more work based on customer requirements.

The following languages have localized dial plans. If you installed a language pack for any of these languages, download the corresponding zip file. The file contains the localized dial plan (Dialplan.`i3dplan`) and a PDF document that includes instructions for installing the localized dial plan..

Language	Dial plan
Dutch	[DialPlan-TR-Netherlands-CIC4.0.zip](#)
French	[DialPlan-TR-France-CIC4.0.zip](#)
German	[DialPlan-TR-Germany-CIC4.0.zip](#)
Japanese	[DialPlan-TR-Japan-CIC4.0.zip](#)
Polish	[DialPlan-TR-Poland-CIC4.0.zip](#)
Spanish	[DialPlan-TR-Spain-CIC4.0.zip](#)

Specify Interaction Media Server Call Analysis Language Model

Interaction Media Server analyzes speech when you use the call analysis feature configured through Interaction Administrator. As languages differ greatly in pronunciations, Interaction Media Server can use different language model files to ensure that its analysis is accurate. The speech model files for call analysis are language and region-dependent.

If you installed one or more non-US English language packs (CIC Language Packs or Prompt Pack) and require call analysis for that language, you must set the Call Analysis Language server parameter in Interaction Administrator. For instructions, see the *Interaction Media Server Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/media_server_tr.pdf.

CIC Language Pack Client Workstation Installation

Workstation Application Install Share Directory

The following table shows the client workstation application shares on the IC Server, following the CIC 2015 R1 or later IC Server installation.

- The IC Server install creates the `IC_UserApps_32bit`, `IC_UserApps_64bit`, `IC_BusinessManagerApps`, and `IC_ServerManagerApps` shares as part of the IC Server installation.
- The Interactive Update Provider install creates the IC_IUpdate share as part of the IC Server installation.

Note: The scope of localization varies for different languages. Fore more information about which client workstation installation programs are localized for a particular language, see "Supported languages" in About CIC Language Packs.

Installation program	Share	Contents

IC User Applications 32-bit	`IC_UserApps_32bit`	`\backup`
		`\LanguagePlugins`
		`ICUserApps_32bit_20##_R#.msi`
		`ICUserApps_32bit_Lang_##.mst`
		`Setup.exe`

IC User Applications 64-bit	`IC_UserApps_64bit`	`\backup`
		`\LanguagePlugins`
		`ICUserApps_64bit_20##_R#.msi`
		`ICUserApps_64bit_Lang_##.mst`
		`Setup.exe`

IC Business Manager Applications	`IC_BusinessManagerApps`	`\backup`
		`\LanguagePlugins`
		`ICBusinessManagerApps_20##_R#.msi`
		`ICBusinessManagerApps_Lang_##.mst`
		`Setup.exe`

IC Server Manager Applications	`IC_ServerManagerApps`	`\backup`
		`\LanguagePlugins`
		`ICServerManagerApps_20##_R#.msi`
		`ICServerManagerApps_Lang_##.mst`
		`Setup.exe`

Interactive Update Client	`IC_IUpdate`	`\backup`
		`IUpdateClient_20##_R#.msi`
		`IUpdateClient_Lang_##.mst`
		`Setup.exe`

In the following examples, the string `{Install_Name}` is used in place of the names such as `IC_UserApps_64bit` or `IUpdateClient` to address all the workstation applications at the same time.

Backup directory

The backup directory is empty following a new CIC 2015 R1 or later installation. When you apply later CIC releases, they back up any previous CIC-related files, such as the previous `.msi` file and Language Pack `.mst` files.

LanguagePlugins directory

If you installed one or more Language Packs on the IC server, a `LanguagePlugins` directory is present in the workstation application share that contains the following files:

- `{Install_Name}_LanguagePlugin_XX_20##_R#.msi`. As an example: `ICUserApps_LanguagePlugin_XX_20##_R#_msi`, where *XX* = a specific language (for example, `ja` for Japanese). `ICUserApps_LanguagePlugin_ja.msi` is the Japanese client language plugin for IC User Applications (both 32-bit and 64-bit). If you installed multiple Language Packs, there are multiple client language plugin `.msi` files, one for each language.
- `\LanguagePlugins\backup` directory: The `\LanguagePlugins\backup` directory is empty following a new Language Pack installation. When you apply later CIC Language Packs, they back up any previous client language plugin-related files.

> **Note:** The `LanguagePlugins` directory in the `IC_UserApps_32bit` and `IC_UserApps_64` shares may also contain the Microsoft Outlook Interaction Desktop Plugin `.msi`. For more information, see the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.

Install Name msi

As an example, `ICUserApps_64_bit_20##_R#.msi` is the IC User Applications 64-bit install.

Install Name Lang mst

If you installed one or more Language Packs on the IC server, one `.mst` file per language is present in the workstation application share.

As an example, `ICUserApps_64bit_Lang_##.mst`, where *##* = the language, contains localized strings for the IC User Applications 64-bit install GUI for a specific language (for example, `ja` for Japanese).

> **Note:** For Interactive Update, the `IC_Update` share contains `.mst` files for the Interactive Update Client install GUI for all supported languages.

A new version of the `.mst` file may be included with future releases. If that occurs, the original version moves to the backup directory during the latest release update.

Setup.exe

`Setup.exe` installs/updates client workstation applications manually on *individual client workstations*.

Use `Setup.exe` to:
- Do a new client workstation application installation (`.msi`) or apply the latest client workstation release component (`.msi`) or patch component (`.msp`).
- Install multiple client plugins (`.msi`) for the client workstation application or apply the latest client plugin release components (`.msi`) or patch components (`.msp`).
- Provide a localized client workstation application install GUI.

When you run `Setup.exe` to:
- **Install a client workstation application**, `Setup.exe` runs the install (full GUI). If you select client plugins, `Setup.exe` installs and/or updates the client plugins silently.
- **Install a client workstation application plus apply the latest client workstation application update**, `Setup.exe` launches the install (full GUI) and applies the update silently. If you selected client plugins, `Setup.exe` installs and/or updates the client plugins silently.
- **Apply the latest client workstation application release component**, `Setup.exe` applies the updated release component silently. If client plugins are selected, `Setup.exe` installs and/or updates the client plugins silently.

A newer version of `Setup.exe` may be included with future releases. If that occurs, the previous version moves to the backup directory during the latest release update.

Options for Installing Localized Workstation Applications

Following are the options for installing client language plugins as part of a CIC 2015 R1 or later client workstation application installation.

Manual (Setup.exe)

`Setup.exe` is available in each workstation application install share. `Setup.exe` applies the release `.msi` and patch `.msp` updates for client workstation applications and selected client language plugins for those applications on *individual client workstations*.

- For a detailed description of Setup.exe, see "Setup.exe" in [Workstation Application Install Share Directory](#).
- For instructions on using `Setup.exe`, see [Use Setup.exe to Install Localized Workstation Applications](#).

Group Policy

To deploy client language plugins with:

- A **Startup script**, only the path to the client language plugin install is necessary for the command line run by the script. No command line properties are necessary.
- A **Group policy deployment package**, create the group policy and add the client language plugin(s) to the deployment package. No administrative installs or transforms are necessary.

For more information, see the *Group Policy Deployment for CIC Applications Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/group_policy_deployment_tr.pdf.

# Use Setup.exe to Install Localized Workstation Applications

This procedure describes how to install IC User Applications (64-bit) with the Spanish (Latin America) language installed. The procedure for the other localized client workstation installs is identical.

To install localized IC User Applications

1. On the client workstation, click **Start**. In **Search programs and files**, type `\servername` where `servername` is the IC Server name. The shares on the IC server appear.
2. Double-click the IC User Apps install share appropriate for the workstation. For example **IC_UserApps_64-bit**.
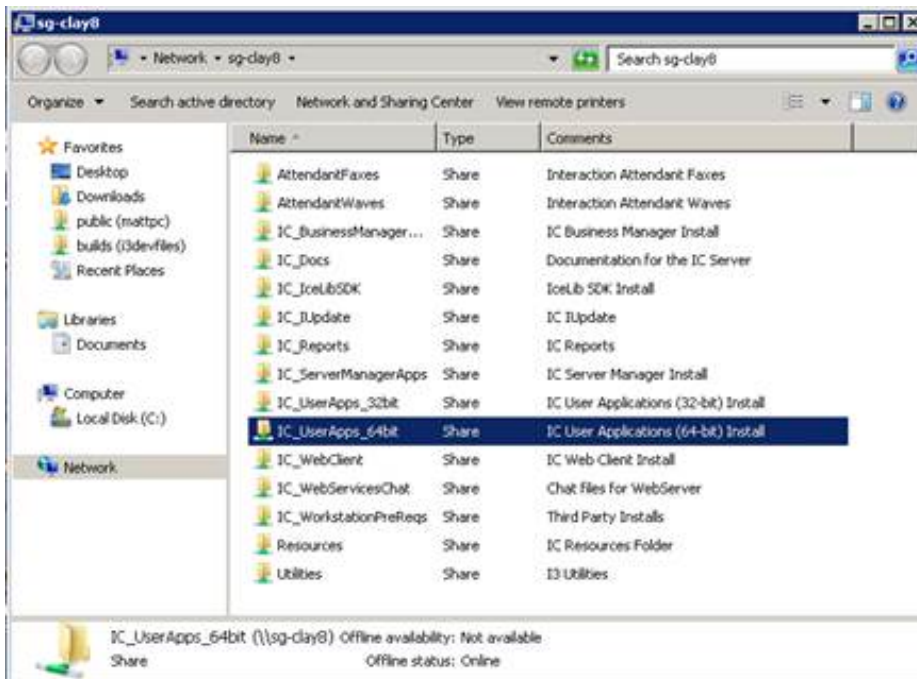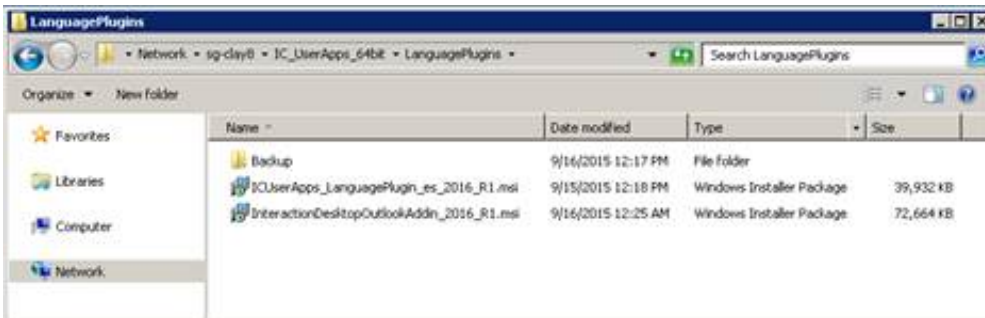

3. Review the contents of the IC User Apps install share and the **Language Plugin**s subdirectory.
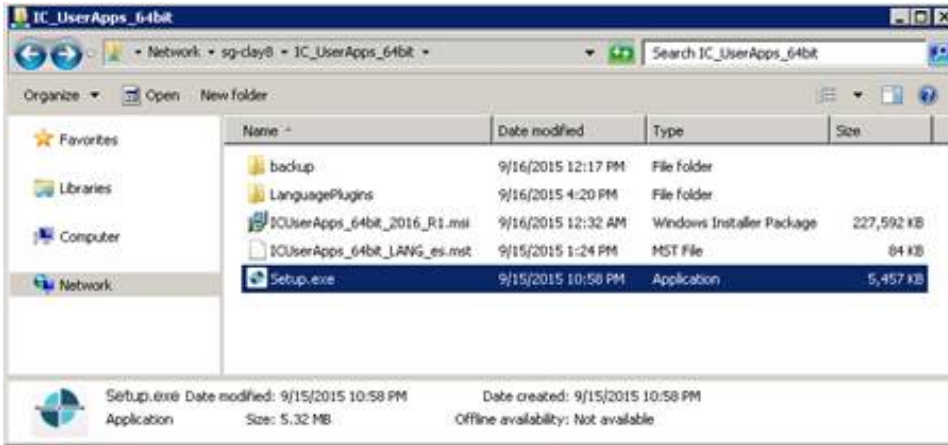
In this example, the `IC_UserApps_64bit` share contains:

- `Backup` directory
- `LanguagePlugins` directory
- `ICUserApps_64bit_2016_R1.msi` install
- Spanish (Latin America) localized string `ICUserApps_64-bit_LANG_es.mst` for the IC User Apps 64-bit install GUI
- `Setup.exe` utility

In this example, the LanguagePlugins directory contains:

- `Backup` directory
- `ICUserApps_LanguagePlugin_es_2016_R1.msi`
- `InteractionDesktopOutlookAddin_2016_R1.msi` install

4. Double-click `Setup.exe` in the IC User Apps install share.
5. On the following `Setup.exe` page, click the language in which you want the IC User Applications install to display and then click **OK**.
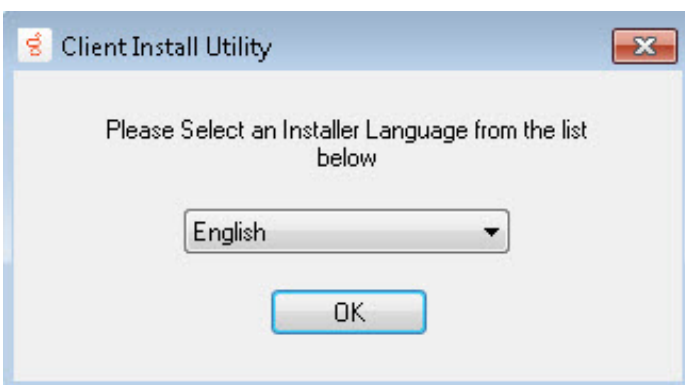

The languages available in the list box are based on the Language Packs installed on the IC Server. (English is always included.) In this example, since the Spanish Language Pack is installed on the IC server, Spanish is available to select.
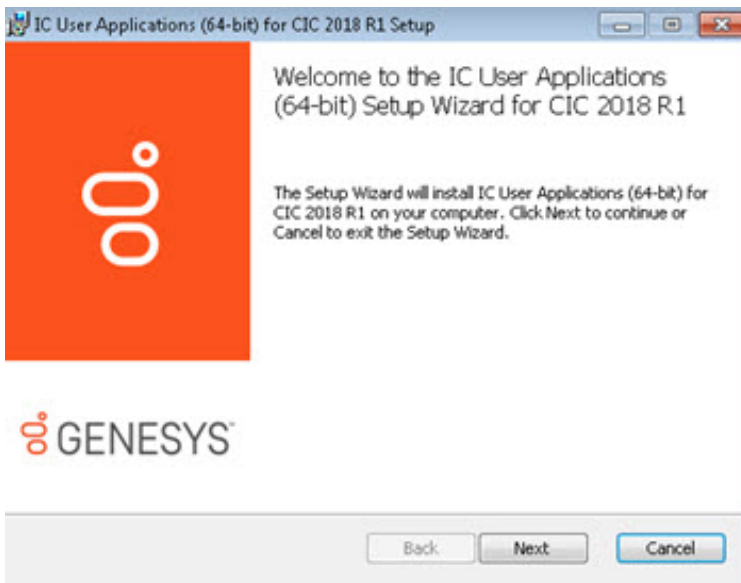
> **Note:**
> This page appears only in the initial run of `Setup.exe` in the `IC_UserApps_64bit` share. The next time you run `Setup.exe`, the IC User Applications install appears in the language that you selected the first time you ran `Setup.exe`.

6. On the next `Setup.exe` page, select the check box for each Client Language Plugin to install or select the **All Plugins** check box to install all available plugins.
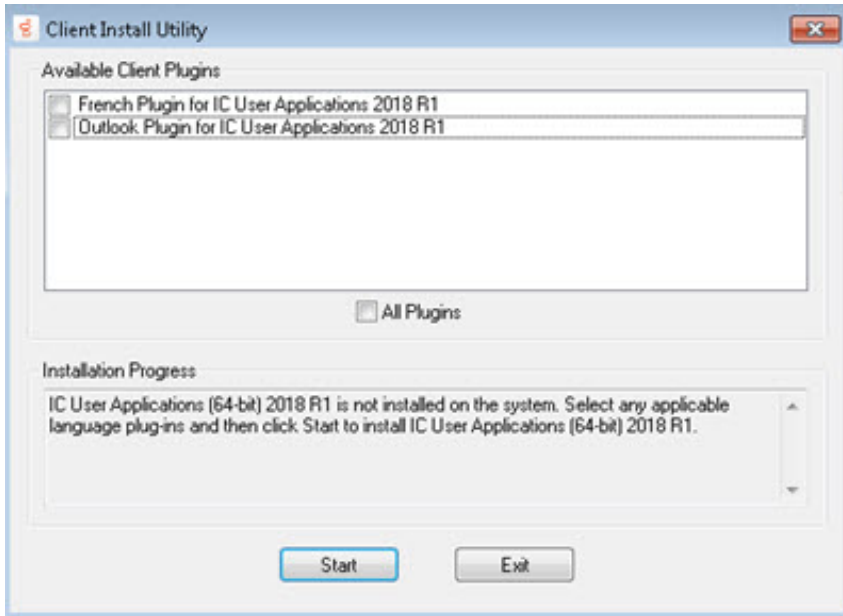
7. Review the message in the **Installation Progress** box. As the message indicates, `Setup.exe` applies the Client Language Plugins and other Client Plugin, as applicable.

8. Click **Start**. The IC User Applications (64-bit) install begins.

9. Click **Next**.

10. On the **Custom Setup** page, select the desired **applications/features** as necessary and then click **Next**.

> **Note:**
> Starting with CIC 2015 R3, Interaction Desktop replaces Interaction Client .NET Edition as the primary CIC client. Starting with CIC 2016 R1, Genesys removed Interaction Client .NET Edition.
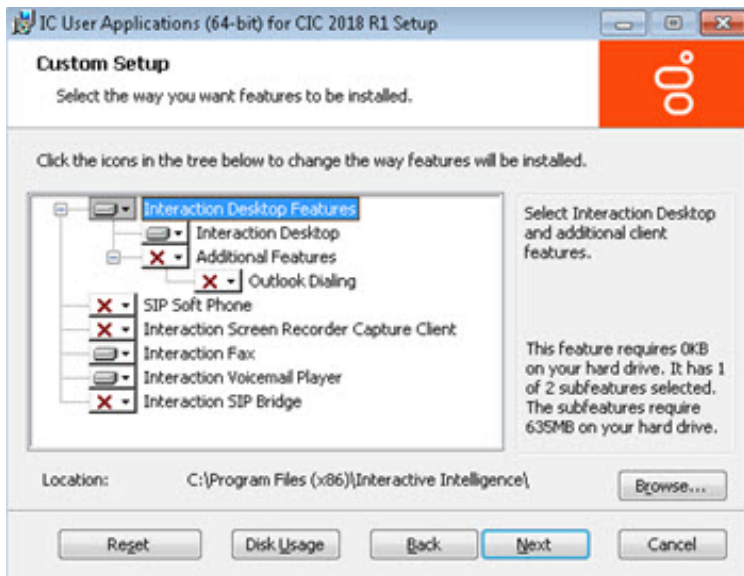
The default **applications/features** are Interaction Desktop, Interaction Voicemail Player, and Interaction Fax. Note that **Additional Features** expands to display an optional CIC client feature. Select or clear applications/features as necessary.

For more information, see the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.

11. If you selected **SIP Soft Phone** or **Interaction Screen Recorder Capture Client** on the **Custom Setup** page, the **QoS Requirement** page appears.
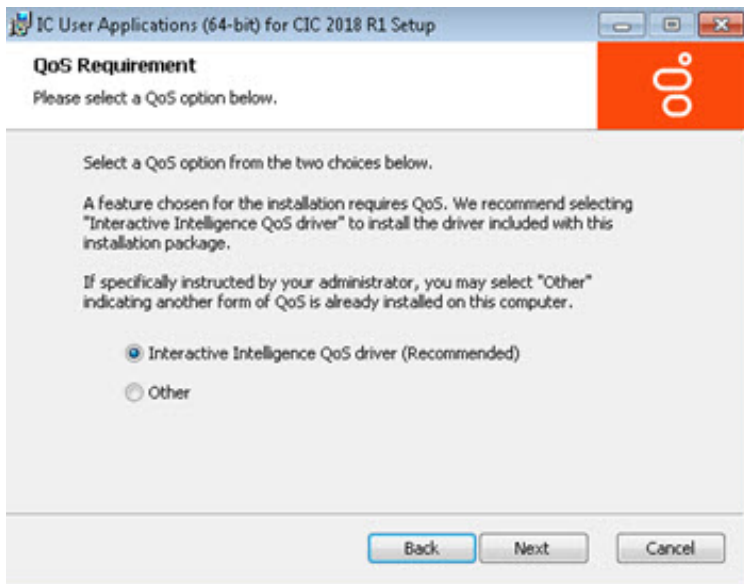
Interactive Intelligence QoS driver: Default and recommended option. If selected, the install adds the "Interactive Intelligence" certificate to the Trusted Publishers list, and then installs the driver. *In most cases*, adding the certificate to the Trusted Publishers list keeps the **Windows Security** dialog box from displaying and asking the user to trust the certificate manually.

Other: If selected, the PureConnect certificate is not added to the Trusted Publishers list and driver is not installed. We recommend that users do not select this option unless specified by the administrator. Selecting this option implies that another form of QoS is used at the site.

If the system administrator does not allow modification of the Trusted Publishers list, the **Windows Security** dialog box appears. The following message appears first, explaining what to do when the **Windows Security** dialog box appears.

For more information about the Interactive Intelligence QoS driver, see the KB article https://my.inin.com/Support/Pages/KB-Details.aspx?EntryID=Q131006915300479.

12. On the **QoS Requirement** page, select an option and then click **Next**.

13. On the **IC Server Name** page, type the name of the host IC Server and then click **Next**. We recommend using a fully qualified domain name (FQDN), not a short name.
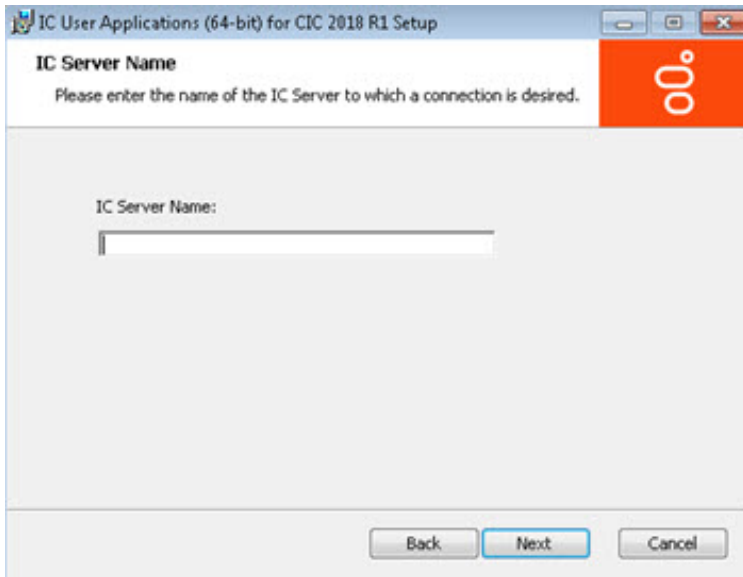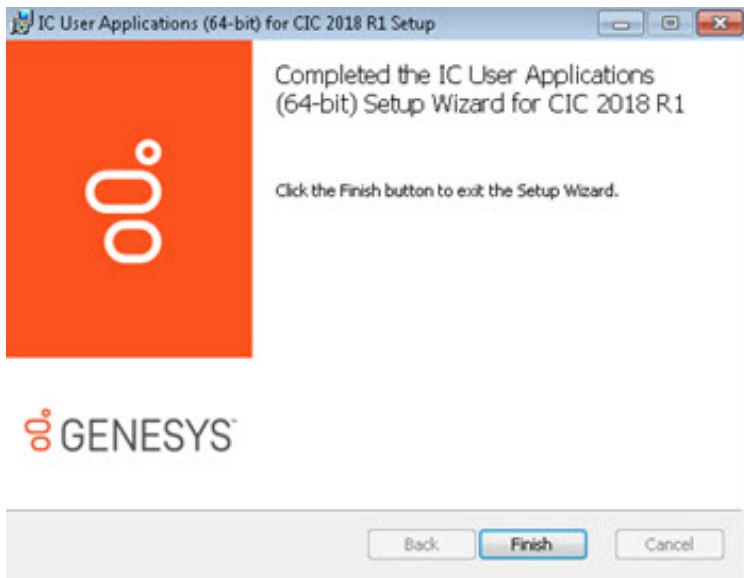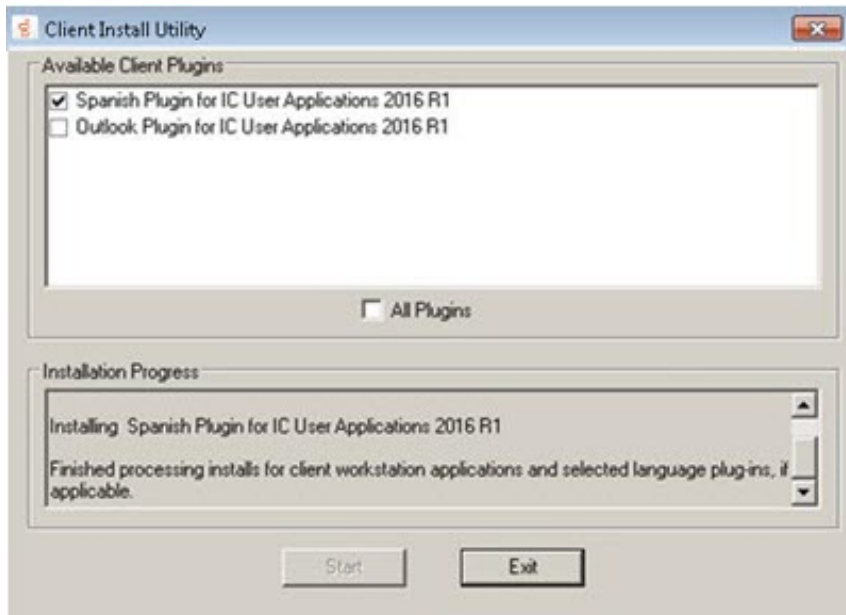

14. Click **Install**.
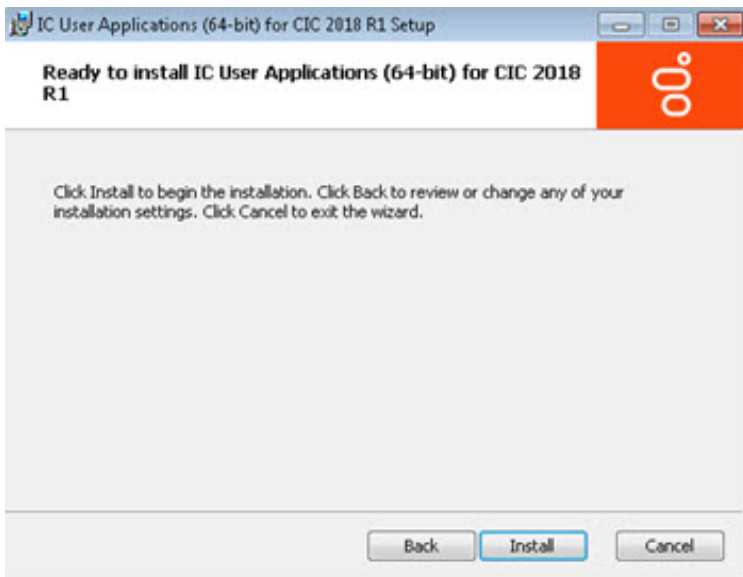
As the installation continues, a status bar indicates the progress.

15. When the installation completes, click **Finish**.

16. The `Setup.exe` screen appears. `Setup.exe` proceeds to install the specified client language plugin.

17. When the installation completes, click **Exit**.
18. Do one of the following:
    - If **Interactive Update Client is installed** on the workstation, for example, you installed it as part of a new CIC 2015 R1 or later client workstation applications installation, the Interactive Update Client service checks for and applies any available updates, following the completion of the localized IC User Applications install.
    - If **Interactive Update Client is** _not_ **installed** on the workstation, install it now by running `Setup.exe` in the `IC_Update` share on the IC Server. This step is necessary to ensure that Interactive Update can check for and apply localized IC User Applications updates in future releases.

      In the first `Setup.exe` page, click the language in which you want the **Interactive Update Client install to display** and then click **OK**.

Unlike the other client workstation applications, all currently supported languages (English included) are available to select.

> **Note:**
> This page appears only in the initial run of `Setup.exe` in the `IC_IUpdate` share. The next time you run `Setup.exe`, the Interactive Update Client install appears in the language you selected the first time you ran `Setup.exe`.

19. When the installation completes, you can run the IC User Applications from shortcuts on the desktop or from **Start->Programs->Genesys**.

Add or Remove Client Language Plugins

To add or remove client language plugins

1. Run `Setup.exe` from the applicable install share.
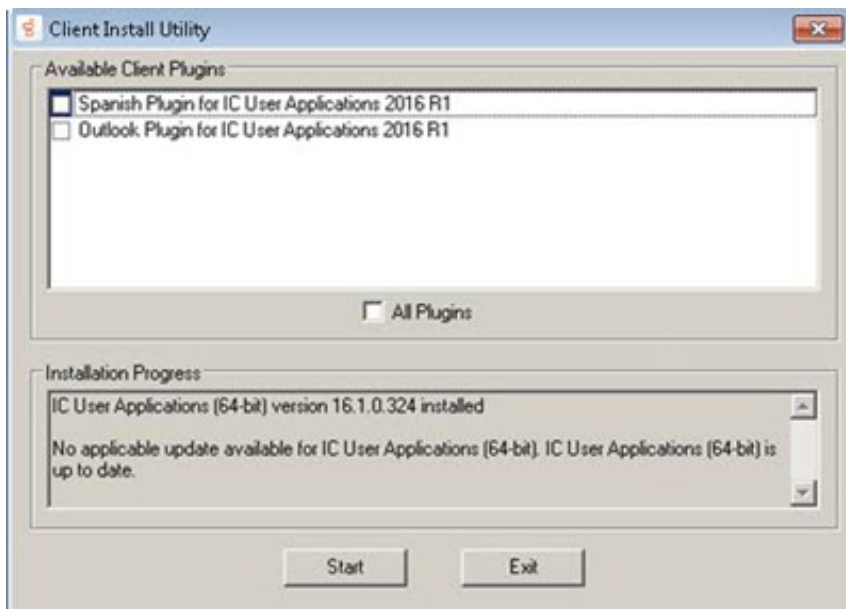

2. Do the following:
   - To install one or more language plugins, select the corresponding check box.

- To uninstall one or more language pllugins, clear the corresponding check box.
3. Click **Start**.
4. When the **Finished Processing** message appears in the **Installation Progress** box, click **Exit**.

Remove a client workstation application, including languages

To remove a client workstation application, including languages
1. Run `Setup.exe` and remove the client language plugins.
2. Open the **Programs and Features** window in the **Windows Control Panel**.
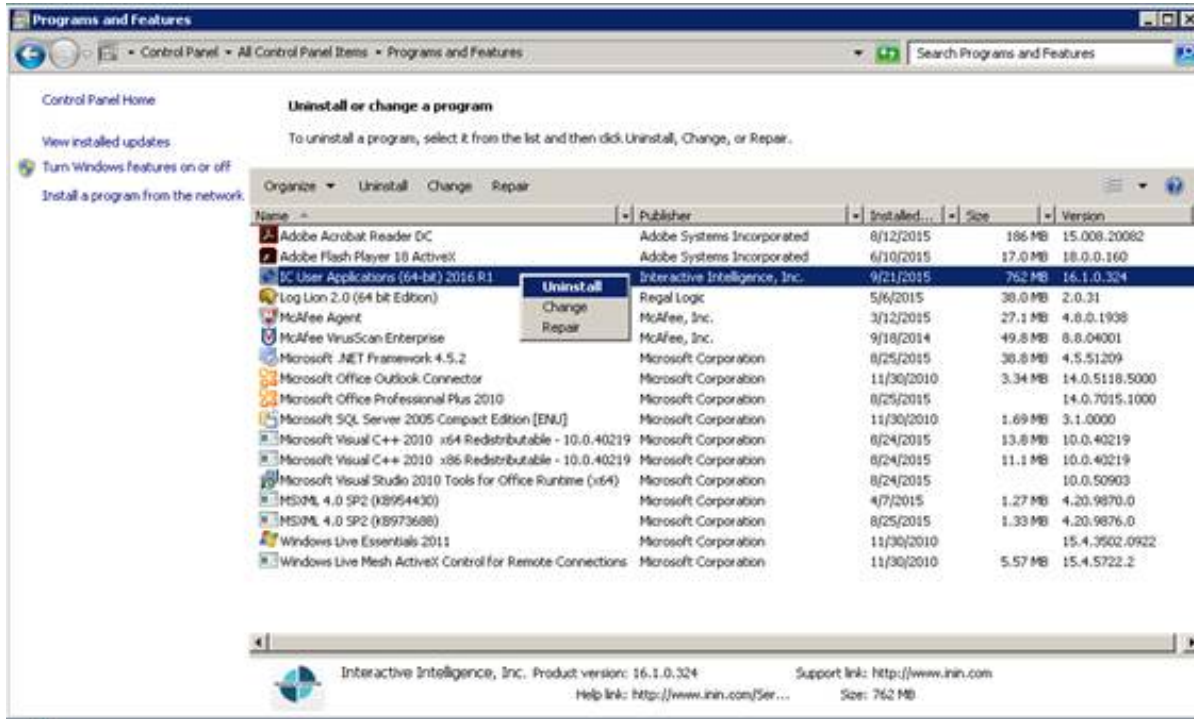
3. Click the application to uninstall and then click **Uninstall**.

Localized Reports and User Documentation

Certain add-on features, such as Interaction Recorder and Interaction Optimizer, are localized in some, but not all, languages. Similarly, the historical report template files (`.rpt`) pertaining to these features are localized in some, but not all, languages. You can display reports that are not localized in English.

Localized user documentation

Localized user documentation is available in the PureConnect Documentation Library at https://help.genesys.com/cic/desktop/localized_printable_documentation.htm.

CIC Language Pack Release and Patch Updates

After you install Language Packs, apply Language Pack release and patch updates using the same method you used to install the Language Pack.

Apply Language Pack release and patch updates to the CIC server

To apply Language Pack release and patch updates to the CIC server

1. Download the Language Packs release or patch `.iso` file from the Product Downloads page at
   https://help.genesys.com/pureconnect/secure/Downloads.aspx , copy it to a file server and create a share as described in
   the *PureConnect Installation and Configuration Guide* at
   https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.
2. Run `Install.exe` from the `\Installs` directory on the Language Packs .iso share to run the PureConnect Products utility on
   the CIC server. If other CIC components are installed on the IC Server, they are pre-selected.
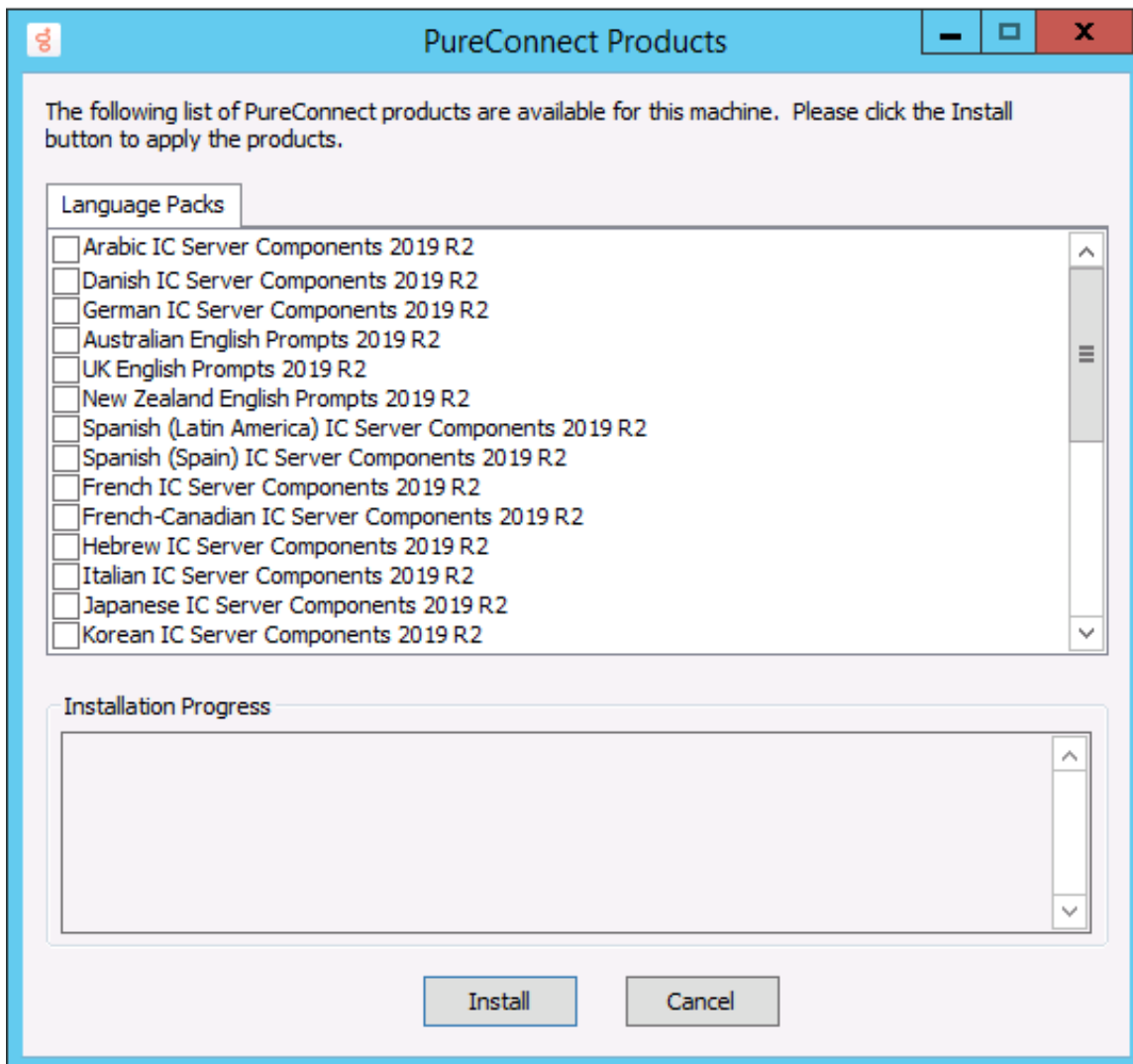
3. Click **Install**.
4. In the **Install Confirmation** dialog box, click **OK** to confirm the installation/update of the selected components. The
   PureConnect Products utility proceeds to silently install/update the selected Language Pack. You can note the progress in the
   Installation Progress window.

Apply Language Pack release and patch updates to client workstations

After updating the IC server, apply the update to existing localized client workstations using one of the following methods.

| Method	Instructions
Interactive Update	Client Language Plugins appear as separate updates in the Interactive Update Provider. Apply updates to Client Language Plugins in the same way that you apply updates to IC client workstation applications. For more information, see the *Interactive Update Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/interactive_update_tr.pdf.
Setup.exe	`Setup.exe` is available in each workstation application install share. `Setup.exe` applies the release `.msi` and patch `.msp` updates for client workstation applications and selected client language plugins for those applications on *individual client workstations*. • For a detailed description of Setup.exe, see "Setup.exe" in Workstation Application Install Share Directory. • For instructions on using `Setup.exe`, see Use Setup.exe to Install Localized Workstation Applications.
Group Policy	To deploy client language plugins with: • A **Startup script**, only the path to the client language plugin install is necessary for the command line run by the script. No command line properties are necessary. • A **Group policy deployment package**, create the group policy and add the client language plugin(s) to the deployment package. No administrative installs or transforms are necessary. For more information, see the *Group Policy Deployment for CIC Applications Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/group_policy_deployment_tr.pdf.

Troubleshooting

Use the following information to troubleshoot Language Pack installation issues.

Current license does not contain Language Pack feature

Issue

If the license does not contain the Language Pack feature license, one of the following messages appears:
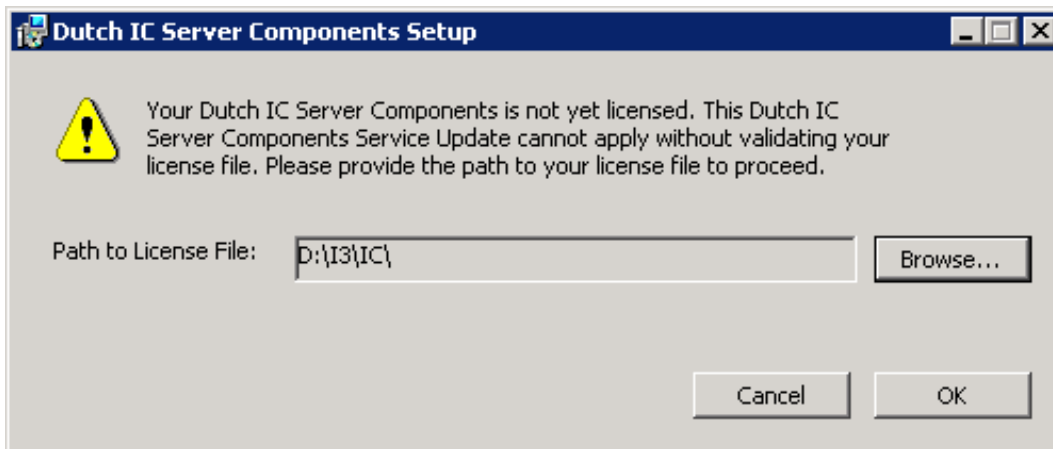
Solution

CIC Language Pack and Prompt Pack Server installs require a valid IC 4.0 Server license containing the Language Pack feature license(s). The install checks for the license and won't run without it.

Ensure that your IC 4.0 Server license contains the Language Pack feature license(s) and that you downloaded the IC Server license to the IC Server and then run the install again.

Change Log

The following table lists the changes to the *CIC Language Pack Technical Reference* since its initial release.

Date	Changes
31-October-2012	Added new section "Specify Interaction Media Server call analysis language model" to "IC Language Pack Server Installation" section. Updated "IC 2.4/3.0 to IC 4.0 migrations" for information about Language Pack migration.
05-February-2013	Updated copyright information. In "Introduction", updated "IC and Interactive Update version requirements". In "IC Language Pack Client Workstation Installation", updated these sections for changes made to client workstation installations in IC 4.0 SU 2 and SU 3: • "Client workstation software requirements" • "Workstation application install share directory contents" • "Options for installing localized workstation applications" Updated "IC Language Pack Service Updates" for changes made to client workstation updates in IC 4.0 SU 2 and SU 3 and Interactive Update 2.0 SU 2.
11-October-2013	Add two installation-related items to "Troubleshooting".
05-September-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Product Information site URLs, and copyright and trademark information.
03-April-2015	Updated document to reflect changes required in the transition from Interaction Client .NET Edition to Interaction Desktop in CIC 2015 R3 and later
21-September-2015	Updated document to reflect rebranding and installation changes in CIC 2016 R1.
06-October-2015	Updated system requirements sections to refer to the *IC Installation and Configuration Guide*
27-April-2017	Updated documentation to reflect the removal of Interaction Client Web Edition. Removed content relating to Interaction Client Web Edition: IC Language Pack Interaction Client Web Edition Installation section and the Apply Language Pack release and patch updates to the web server section.
21-March-2018	Rebranded to Genesys.
19-February-2019	Updated to indicate separate CIC Language pack .iso files.
18-March-2019	Incorporated information from product support CIC Localization page to current topics in TR.
02-May-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".
16-August-2019	Updated "Abourt CIC Language Packs" to include Interaction Connect for Arabic. Changed URLs to hyperlinks. Other minor changes.
27-April-2020	Updated links to localized dial plan files in Create a Localized Dial Plan topic.
29-April-2020	Updated links from my.inin.com to new locations.
03-June-2020	Removed "CIC 2.4 and 3.0 to CIC 2015 R1 and Later Migrations." Most, if not all, customers have already migrated from CIC 2.4/3.0 to a later release.
13-August-2020	Updated Supported Languages in About CIC Language Packs topic: Removed Interaction Client Web Edition from all entries in the table, added note to French, French (Canada) Spanish (Latin American), and Spanish (Spain) to say they are the same except for prompts.
11-January-2022	Updates CIC Language Packs topic with Finnish localization scope details.