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Composer Deployment Guide

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About Composer

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Composer is an Integrated Development Environment, based on Eclipse, which Web Application developers can use to build VoiceXML, CCXML, GRXML, and SCXML applications.

Note: To familiarize yourself with basic Eclipse concepts, refer to the *Workbench User Guide* by selecting *Help > Help Contents* in the Composer main window and expanding the *Workbench User Guide* link.

Applications That Can be Developed

For the Genesys Voice Platform (GVP) 8.x Next Generation Interpreter (NGI), Composer provides the ability to develop:

- **VoiceXML Applications** with full support for Genesys **Orchestration Extensions**
- **CCXML + VXML** Applications requiring advanced call control features including conferencing.
- **CTI + VXML** Applications for **Genesys Framework**.

For the **Orchestration Server** 8.x SCXML Engine/Interpreter, Composer provides the ability to develop:

- **SCXML-Based Routing Applications** with support for **SCXML** for both voice and non-voice (multimedia) interactions.

Composer also provides Integrated CTI + VoiceXML applications for end-to-end treatment handling in conjunction with Genesys Voice Platform and Media Server.

For step-by-step instructions on using Composer, see the **Composer 8.1.4 Help**

This document is valid only for the 8.1.4 release of this product.

Intended Audience

This wiki is primarily intended for system integrators and administrators. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your own network configurations

You should also be familiar with the **Genesys Framework 8.1** architecture.

While you can build applications by working solely with Composer's blocks or Project templates, you can also use State Chart Extensible Markup Language (SCXML) and VoiceXML when building applications.

Contacting Customer Care

If you have purchased support directly from Genesys, please contact [Genesys Customer Care](#).

Before contacting Customer Care, please refer to the [Genesys Care Program Guide](#) for complete contact information and procedures.

New in This Release

See the [Composer 8.1.x Release Notes](#) and the [Composer 8.1.x Release Information](#) on the Composer product page.