Composer Help

Links to Useful Resources

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Links to Useful Resources

You may find information and resources at the following locations to be useful as you use Eclipse and Composer.

For Genesys Product Documentation

Each product has its own documentation for online viewing at the Genesys Genesys Documentation website or on the Documentation Library DVD, which is available from Genesys upon request.

- Universal Routing Server (URS)—which enables intelligent distribution of voice and multimedia interactions throughout the enterprise. You may need this link if transitioning from IRD routing strategies to Composer routing workflows.

- Orchestration Server (ORS)—an open standards-based platform with an SCXML engine, which enables the customer service process. See the *Orchestration Server Developer's Guide* for information on ORS Functional Modules and Extensions.

For Eclipse

- Eclipse website: http://www.eclipse.org/
- Ganymede Documentation: http://help.eclipse.org/ganymede/index.jsp
- Workbench User Guide: http://help.eclipse.org/ganymede/nav/0

For VXML

- VXML 2.1 Draft Specification: http://www.w3.org/TR/voicexml21/
- VoiceXML website: http://www.voicexml.org
- For information on the ECMAscript functions that can be used in Expression Builder:http://www.ecma-international.org/publications/files/ECMA-ST/Ecma-262.pdf.

For IBM WebSphere

- Installing WebSphere Application Server 6.1: http://publib.boulder.ibm.com/infocenter/wasinfo/v6r1/topic/com.ibm.websphere.express.doc/info/exp/ae/tins_custome_61.html
- Installing application files with the console: http://publib.boulder.ibm.com/infocenter/wasinfo/v6r1/index.jsp?topic=/com.ibm.websphere.express.iseries.doc/info/iseriesexp/ae/trun_app_instwiz.html
- Configuring HTTP Proxy Information: http://publib.boulder.ibm.com/infocenter/wasinfo/v6r1/topic/com.ibm.websphere.express.doc/info/exp/ae/twbs_configaddhttppropertiesadmin.html

For Web Services

Web Services Description Language (WSDL) website: http://www.w3.org/TR/wsdl

SCXML Reference Documents

- State Chart XML (SCXML): State Machine Notation for Control Abstraction: http://www.w3.org/TR/scxml/
- ECMAScript Language Specification: http://www.ecma-international.org/publications/files/ECMA-ST/ Ecma-262.pdf
- Standard ECMA-327: http://www.ecma-international.org/publications/files/ECMA-ST/Ecma-327.pdf