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AIL Deployment Guide

Installing and Configuring Interaction SDK Components

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Installing and Configuring Interaction SDK Components

This chapter describes how to configure and install the Agent Interaction (Java API), Multimedia Interaction (Java API), and Queued Interaction (Java API) components in your Genesys environment, so that you can develop custom applications.

Important

Open Media services have been extended to support ad-hoc management. The extensions include methods enabling a supervisor to perform queue content modifications—such as retrieving information after monitoring the queue, and routing interactions from Interaction Server to agents.

template names should be changed

Configuration and Installation

1. Preparing to Configure your Interaction SDK Component

Preparing to Configure your Interaction SDK Component

Purpose

To choose your configuration environment and verify that you have the required application templates before you configure your Interaction SDK component to work in your Genesys environment.

Start

1. Choose your configuration environment. Depending on which of the Interaction SDKs that you choose to install, your component might have configuration environment alternatives. For details about making this choice, refer to the [Agent Interaction SDK 7.6 Java Developer's Guide](#). You can choose between the alternatives below.
 - AIL:
 - Stand-Alone (Interaction SDK client)
 - N-Tier (Interaction SDK server)
 - MIL: Stand-Alone
 - QIL: Stand-Alone

2. Verify the template. Before creating an application, check to see that an application template exists. The template provides most of the application's configuration options and default values.
 - a. In Configuration Manager, open the Environment folder, and then open the Application Templates folder.
 - b. Select the template for your Interaction SDK component:
 - AIL:
Agent_Interaction_client_766.apd
Agent_Interaction_server_766.apd
 - MIL:
Media_Interaction_SDK_server_766.apd
 - QIL:
Queued_Interaction_server_766.apd

End Next Steps

- You may need to import an application template into Configuration Manager using [Importing an Application Template into Configuration Manager](#).

2. Importing an Application Template into Configuration Manager (Optional)

Importing an Application Template into Configuration Manager

Purpose

To import the required application templates before you configure your Interaction SDK component to work in your Genesys environment.

Prerequisites

- Review the [Agent Interaction SDK 7.6 Java Developer's Guide](#) for configuration environment alternatives.

Start

1. Open the Environment folder and select the Application Templates folder.
2. From the File menu, select Import Application Template.
3. In the Open window that appears, import one of the following templates from your CD:
 - AIL:
templates/Agent_Interaction_client_766.apd
templates/Agent_Interaction_server_766.apd
 - MIL:
templates/Media_Interaction_server_766.apd
 - QIL:
templates/Queued_Interaction_server_766.apd

4. Click Open. The corresponding Properties window opens.
5. Click OK. The template is imported into the Application Templates folder.
6. Verify that the host on which you will install the component's server is declared in the Hosts folder.

End Next Steps

- You will want to configure your Interaction SDK using [Configuring your Interaction SDK for Deployment](#).

3. Configuring your Interaction SDK for Deployment

Configuring your Interaction SDK for Deployment

Purpose

To configure your Interaction SDK component to work in your Genesys environment.

Prerequisites

- Before beginning the configuration process, you must import the template. To do so, follow the steps in the [Importing an Application Template into Configuration Manager](#).

Start

1. In Configuration Manager, open the Environment folder and select the Applications folder.
2. From the File menu, select New > Application. The Browse window opens, listing all application templates present in Configuration Manager.
3. Choose the application template.
 - AIL:
Agent_Interaction_server_766.apd
Agent_Interaction_client_766.apd.
 - MIL:
Media_Interaction_SDK_server_766.apd
 - QIL:
Queued_Interaction_server_766.apd
4. Click OK. The Properties window appears.
5. Configure the various tabs in the Properties window. For information of how to configure these tabs, see [The Properties Tab](#).

End Next Steps

- You will need to configure the properties tab. Follow the guidelines in [The Properties Tab](#).

- You will need to configure the options tab. Follow the guidelines in [Configuring the Options Tab](#).

3. Launching System Installation

Launching System Installation

Purpose

To locate and launch the your Interaction SDK's installation wizard.

Prerequisites

- Be sure that your target machine meets the platform and component prerequisites listed in the [Genesys Supported Operating Environment Reference Guide](#) document.
- Before installing on a Red Hat Enterprise Linux 6 64-bit operating system, you must first install the Red Hat compatibility packages.
- Locate the compressed installation files, readme file, and templates on the installation CD-ROM. The information can be found below:
 - AIL: [Locating the AIL Component Files](#).
 - MIL: [Locating the MIL Component Files](#).
 - QIL: [Locating the QIL Component Files](#).

Windows Installation

Start

1. Navigate to the component's directory on the CD.
 - AIL: AgentInteraction\Java\windows\
 - MIL: MediaInteraction\Java\windows\
 - QIL: QueuedInteraction\Java\windows\
2. Run Setup.exe. Note the installation's default location.
 - AIL:
Program Files\GCTI\Interaction SDK for Java 7.6.6\AIL\
 - MIL:
Program Files\GCTI\Interaction SDK for Java 7.6.6\MIL\
 - QIL:
Program Files\GCTI\Interaction SDK for Java 7.6.6\QIL\
3. Follow the onscreen instructions and prompts to complete the installation.

End

Next Steps

- You can now install your component using [Installing your Interaction SDK Component](#).

UNIX Installation

Prerequisites

- Check to make sure you have installation rights.

Start

1. Navigate to the component's directory on the CD.
 - AIL:
AgentInteraction/Java/<os>/
2. MIL:
MediaInteraction/Java/<os>/
3. QIL:
QueuedInteraction/Java/<os>/
4. Run the `install.sh` script.
5. Follow the onscreen instructions and prompts to complete the installation.

Important

After running the Windows or UNIX executable or script, you should inspect the directory tree to make sure your installation is consistent with the installation you chose.

End Next Steps

- You can now install your component using [Installing your Interaction SDK Component](#).

4. Installing your Interaction SDK Component

Installing your Interaction SDK Component

Purpose

To install your Interaction (Java API) 7.6 component:

Prerequisites

- You must have completed the steps in [Launching System Installation](#).

Start

1. Launch the install script or executable corresponding to your host operating system.
2. If an Open File— Security Warning message box appears, click its Run button to proceed with installation.
3. Follow the prompts to choose:
 - documentation (javadoc) only
 - libraries (.jar files) only
 - both documentation and libraries
4. Enter the destination locations. The following table lists the libraries added during system installation.

Libraries Installed During System Installation

Libraries	Vendor
Javamail	java.sun.com
Java Beans Activation Framework	java.sun.com
Log4j	jakarta.apache.org
Xerces_J, including: • Dom interface • SAX interface • Jaxp	jakarta.apache.org • w3c.org • www.saxproject.org • java.sun.com

End Next Steps

- You can now use your Interaction SDK component to create custom built applications. For examples, see [Custom Applications](#).