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AIL Deployment Guide

The Properties Tab

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The Properties Tab

This appendix includes information on how to configure the properties tab of for Agent, Queued, and Media Interaction SDK components.

The Properties Tab

If you create the application in Stand-Alone (Interaction SDK client), no Server or Start info tabs appear in this window—unlike for an *N*-Tier (Interaction SDK Server) template. The following sections describe how to configure each tab in the Properties window:

General Tab

General Tab

In the Name text box on the General tab, enter a name for the application. Below are some examples.

- AIL: Agent Interaction Layer
- MIL: Media Interaction Layer
- QIL: Queued Interaction Layer

Server Info Tab

Server Info Tab

This tab is typically used with the Genesys Management Layer. For AIL and QIL this tab does not appear.

- MIL: Specify the host where the MIL application resides (this information is used by a low-level LCA service) and the port (used by a low-level ESP service).

Start Info Tab(N-Tier Only)

Start Info Tab(N-Tier Only)

This tab is typically used with the Genesys Management Layer. For AIL, MIL and QIL this tab is not implemented and they do not make use of its data, so you can enter any value in the Working Directory and the Command-Line text boxes.

- AIL: This tab appears only if you use the Server template.

Connections Tab

Connections Tab

On the Connections tab, add the following basic connections:

- AIL:
 - For Voice-only configuration: T_Server.
 - For full configuration: Universal Contact Server, T_Server, Interaction Server.
 - For VoIP configuration: select the T-Server of the IPMX T-Server.
 - To configure the ADDP protocol of the configuration server, add a connection to the Configuration Server.
 - To use ADDP protocol for the connections to Configuration Server, T-Server, and Interaction Server, select ADDP from the dropdown list of the connection protocol field.

Important

Since 7.6.4, AIL supports only one Stat Server connection

- MIL:
 - Interaction Server (ADDP should be enabled).
 - Universal Contact Server (if low-level UCS service is to be used).
 - MessageServer (if logging into Message Server is to be used).
- QIL:
 - Interaction Server (ADDP should be enabled).
 - MessageServer (if logging into Message Server is to be used).

Options Tab

Options Tab

In Configuration Manager, configuration options are stored within *section* folders. The section folders and options are stored on the Options tab; you click a section to bring up its options. The location for detailed information regarding your Interaction SDK's option tab is listed below.

- AIL: [Configuring the Options Tab for AIL](#) as a guide to viewing or changing AIL options.
- MIL: [Configuring the Options Tab for MIL](#) as a guide to viewing or changing MIL options.
- QIL: [Configuring the Options Tab for QIL](#) as a guide to viewing or changing QIL options.

Once all the Options tab is configured:

1. Click OK in the Properties window.
2. Open Configuration Manager's Applications folder.
3. Right-click the Interaction SDK application.
 - AIL: Agent Interaction (Java API)
 - QIL: Queued Interaction (Java API)
 - MIL: Media Interaction (Java API)
4. Select Properties to configure the Security tab.

Security Tab

Security Tab

This tab is typically used with the Genesys Management layer.

- AIL (Server): In the Log On As section, select SYSTEM so that AIL will connect to the Configuration Server with SYSTEM permissions.
- AIL (Client): There is no Log On As section. Check that the user you pass when creating AIL has permission to the application object.
- MIL: In the Log On As section, select SYSTEM so that MIL will connect to the Configuration Server with SYSTEM permissions.
- QIL: In the Log On As section, select SYSTEM so that QIL will connect to the Configuration Server with SYSTEM permissions.

Tenants Tab

Tenants Tab

The tenants tab applies to multi-tenant configuration only and appears only if you use the Server template. The Configuration Server can be installed either as a single or multi-tenant environment; however, AIL, MIL, and QIL only work properly with a single tenant. On this tab, add the single tenant with which your AIL, MIL, or QIL component will work.

- AIL (Server): Set the tenant used (only one tenant) in AIL's Tenant tab.
- AIL (Client): There is no Tenant tab. Start AIL with a user that belongs to the right tenant.
- MIL: Set the tenant used (only one tenant) in MIL's Tenant tab.
- QIL: Set the tenant used (only one tenant) in QIL's Tenant tab.

To configure AIL's Tenants Tab for N-Tier deployment, see [Configuring the Tenants Tab for N-Tier Deployment of AIL using the Standard Method](#).

Important

The Interaction SDKs are not suited for multi-tenant deployments. Although you can use them for a given tenant in a multi-tenant environment, you would need a separate instance of your application for each tenant using it. (As an alternative, the Genesys Platform SDK supports multi-tenancy.)

Configuring the Tenants Tab for N-Tier Deployment of AIL using the Standard Method

Purpose

To configure your AIL Tenants tab for N-Tier deployment using the standard method. If you are setting up a multi-tenant environment, you can also create separate, tenant-specific Persons (accounts) to control the privileges of the Genesys AgentInteractionSDK Applications in each tenant. For more information, see [Configuring the Tenants Tab for N-Tier Deployment of AIL using Alternative Methods](#).

Prerequisites

- You must have the AIL component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

To create a new person using the standard method:

1. In Configuration Manager, right-click the Persons folder and select New > Person.

If you are working in a single-tenant environment, use the Persons folder that is located under Resources.

If you are working in a multi-tenant environment, use the Persons folder that is located under the appropriate tenant (see Chapter 3 of this *Deployment Guide* for details).

2. After the New Person dialog box appears, click the General tab and enter the following parameters:

```
First: Agent
Last: InteractionSDK
Employee ID: AgentInteractionSDK
User Name: AgentInteractionSDK
Enter Password: Unique password
Re-enter Password: Unique password
State Enabled: Checked
Is Agent: Checked
```

Important

This Person will be enabled to make changes to most Genesys objects managed by the Configuration Server. Ensure that you specify a secure password in order to prevent unauthorized access.

3. Click OK to save your changes.
4. In Configuration Manager, expand the Access Groups navigation tree folder.

If you are working in a single-tenant environment, expand the Access Groups folder that is located under Resources.
If you are working in a multi-tenant environment, expand the Access Groups folder that is located under the appropriate tenant.
5. Right-click the Administrators navigation tree node and select New > Shortcut to Person.
6. In the Browse dialog box that appears, select the AgentInteractionSDK Person and click OK.

End

Next Steps

- Configure your component further using the following procedures:
 - [Configuring Contact Look Up or Creating Voice Interactions](#).

Configuring the Tenants Tab for N-Tier Deployment of AIL using Alternative Methods

Purpose

To configure your AIL Tenants tab for N-Tier deployment using alternative methods. If you are setting

up a multi-tenant environment, you can also create separate, tenant-specific Persons (accounts) to define the privileges of the Genesys AgentInteractionSDK Applications in each tenant. This section outlines two different methods for creating a Person with tenant-specific privileges. For more information, see the *Configuration Manager online help*.

Prerequisites

- You must have the AIL component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

To create a tenant-specific Access Group and Person:

1. Create a new, tenant-specific Access Group called Power Administrators.
2. Grant Full Control privileges to Power Administrators for all objects within the tenant.
3. Create a new, tenant-specific Person called AgentInteractionSDK.
4. Add AgentInteractionSDK to the Power Administrators Access Group.

To create a tenant-specific Person:

5. Create a new, tenant-specific Person called AgentInteractionSDK.
6. Grant Full Control privileges to AgentInteractionSDK for all objects within the tenant.

To associate the Person's account with the Application:

7. In the Log On As section, select This Account. The Add User dialog box appears.
8. Select the appropriate AgentInteractionSDK user and click Add.
9. Click OK to close the Add User dialog box.
10. In the Properties dialog box, click OK to save your changes.

End

Next Steps

- Configure your component further using the following procedures:
 - [Configuring Contact Look Up or Creating Voice Interactions](#).

Configuring Contact Look Up or Creating Voice Interactions

Purpose

To override the default contact lookup configuration for voice interactions in accordance with your corporate requirements. By default, AIL attaches a contact to the voice interactions through the customer calling number when Universal Contact Server is connected.

You can customize contact lookup for voice interactions according to your corporate requirements. To override this behavior and search the contact using information in the attached data (sent by IVR),

you must configure the following in Configuration Manager.

Prerequisites

- You must have the AIL component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

To customize the contact attributes, or to create new ones, for voice interactions in Configuration Manager and in the appropriate tenant you must configure the Contact Attributes values in the appropriate tenant. The configuration for Contact Attributes/Attribute Values should follow the descriptions below.

1. Open the Annex tab on the tenant object for the tenant where your AIL application is going to run. Create a settings section. Then within the settings section create the following options and configure them according to your needs.

Settings Section (Annex Tab)

is-searchable

- Default Value: false
- Valid Values: true, false

search-order-level

- Default Value: 127
- Valid Values: 0 (highest priority), any positive integer up to 127

is-case-sensitive

- Default Value: false
- Valid Values: true, false

Important

The entered option name and value are only examples. It is up to your company to decide which criteria are relevant to your contact lookup.

2. The attributes above must be added for EmailAddress, PhoneNumber, FirstName, and LastName values.
 - For these four values, the is-searchable key is set to true.
 - Regarding the search-order-level:
 - EmailAddress=0
 - PhoneNumber=1

- FirstName=2
- LastName=2

- In the Business Attributes folder, select Contact Attribute.
- Open theAttribute Value folder.
- SelectNew > Business Attributes and fill in the following fields:
 - Name—Enter the name of the attribute.

Warning

The voice-attribute created in the [voice-attribute section](#) of the AIL application must have the same name than this attribute.

- Display Name—Enter the display name you want to give to this attribute.
 - Type—Select Interaction Operational Attribute.
 - Description—Describe the attribute, if desired.
- Right-click on the created Attribute Value folder, and select New > Business Attribute Value.
 - In the Attribute Valuefolder's Properties, fill in the following fields:
 - Name—Enter the key for the attribute value.
 - Display Name—Enter the display name of this attribute value.
 - Click OK.
 - In the Attribute Value Properties' Annex tab, create a settings section.
 - Double-click settings and click New.
 - In the Edit Option window, fill in the Option name and the Option value fields.
 - Set is-searchable to true.
 - Set search-order-level to the required value, according to [search-order-level](#).
- To customize the contact attributes, or to create new ones, for voice interactions in Configuration Manager and in the appropriate tenant, configure the voice-attribute option for Voice interactions:
 - In Configuration Manager, select your application's Properties window.
 - On the Options tab, create a new voice-attribute section.
 - In this section, enter the required values (according to your corporate needs) as shown below.

voice-attribute Section

BusinessID

- AccountNb
- **Description:** Defines the attribute value that the client application sends to Universal Contact Server. This key is used to get the data from the attached data. The value must fit the business

attribute's attribute data name.

Important

The entered option name and value are only examples. It is up to your company to decide which criteria are relevant to your contact lookup.

End Next Steps

- Configure your component further using the following procedures:
 - [Configuring the Tenants Tab for N-Tier Deployment of AIL using the Standard Method.](#)
 - [Configuring the Tenants Tab for N-Tier Deployment of AIL using Alternative Methods.](#)