GENESYS™

AIL Deployment Guide

Interaction SDK Java Deployment Guide

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The Interaction SDK Set

Interaction SDK Java comprises three core application programming interfaces (APIs):

- Agent Interaction (Java API), an object-based library interface.
- Media Interaction (Java API).
- Queued Interaction (Java API).

> ## Warning
> This document is valid only for the **7.6.6** release(s) of this product.

These components allow the processing of voice, multimedia, and Open Media interactions. Using these APIs, you can integrate virtually all activities into your contact center, queue these interactions, and present the interactions to agents based on priorities that you set in your business rules.

> ## Important
> Below, Agent Interaction (Java API) is sometimes abbreviated *AIL*. Media Interaction (Java API) is abbreviated *MIL*. Queued Interaction (Java API) is abbreviated *QIL*.

Agent Interaction (Java API) is a set of components that interact with Genesys servers. AIL exposes an interface that enables you to develop agent applications that follow any distributed architecture (stand-alone, *N*-Tier, and so on). With AIL, you can control and manage interactions for many different kinds of media including:

- E-mail
- Chat
- Cobrowse
- Voice (including Callback and Outbound Campaign calls)
- Open Media

MIL enables your applications to process Open Media interaction types, such as those associated with:

- Fax servers

- Workflow systems

- Non-Genesys e-mail management and web chat applications

- Scanned documents

- Web-based training

- Short Message Service (SMS)

- Media types that you define

QIL enables your applications to monitor and manage multimedia and Open Media interactions.
This guide outlines how to configure and install AIL, MIL, and QIL, using the Installation Package CD.
That Installation Package includes the following source files:

- AIL 7.6, MIL 7.6, and QIL 7.6 APIs for all supported operating systems.

- Agent Interaction SDK Client template

- Agent Interaction SDK Server template

- Media Interaction SDK template

- Queued Interaction SDK template

Chapter Summaries

In addition to this preface, this document contains the following chapters:

- AIL, MIL, and QIL Basics, provides information about which systems you must set up before AIL, MIL, and
  QIL installation and configuration.

- Installing and Configuring Interaction SDK Components indicates how to install AIL, MIL, and QIL via the
  Genesys Interaction SDK Installation Package CD.

- Custom Applications, gives details about installing and configuring your custom built application to run
  in a Genesys environment.

- Install and Configure Custom Applications

- Switch-Specific Support Configuration, provides the information for switch-specific configuration.

- Locating your SDK Component Files, gives details on where to locate your required files for your SDK
  component.

- Configuring the Options Tab, provides the information needed to configure the options tab of each
  Genesys Interaction SDK component.

List of Procedures

- Preparing to Configure your Interaction SDK Component

- Importing an Application Template into Configuration Manager
- Configuring your Interaction SDK for Deployment
- Launching System Installation
- Installing your Interaction SDK Component
- Setting up VoIP Support
- Setting up your SIP Communication Server
- Configuring for your Specific Switch
- Running MIL and QIL on the Same JVM
- Starting MIL in Server Mode
- Configuring External Service Protocol Request
- 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
- Configuring Contact Look Up or Creating Voice Interactions