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Client Samples

Genesys Mobile Engagement 8.1.2

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Genesys Mobile Services Client Samples

These pages provide a brief overview of the sample applications included with Genesys Mobile Services. As additional sample applications are made available, this guide will be updated to provide supporting information.

- [iOS Sample](#)
- [Android Sample](#)

iOS Sample

You can download the sample application via a zip file:

[Genesys Mobile Services 8.1.2 iOS Sample](#)

This sample application provides you with six scenarios:

- Chat-Now
- Chat-Wait
- Voice-Now-UserOrig
- Voice-Now-UserTerm
- Voice-Wait-UserOrig
- Voice-Wait-UserTem

Notes:

- Go to *Settings* and change the GMS service URL to point to the Callback service that you configured.
- This sample is using a production push notification certificate, so you must configure the debug option of the call back service accordingly (=false).
- The application is not trimming +1 from the phone number. Make sure the phone number in the *Settings* tab is compatible with your test environment if you are using matching by DNIS+ANI or ANI only. Depending on your setup, Tserver reports ANI with or without a leading country code.

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Android Sample

You can download the sample application package via a zip file:

[Genesys Mobile Services 8.1.2 Android Sample](#)

You can also download the source code via a zip file:

[Genesys Mobile Services 8.1.2 Android Sample Source Code](#)

Overview

The Genesys Mobile Services (GMS) Android sample illustrates how to implement an Android app that communicates with GMS and performs supported contact scenarios. It is primarily meant to be used by developers as a reference to build an Android app with GMS.

This sample app can also be used to test an existing GMS deployment, because the scenario parameters are configurable on the GMS Service Management UI.

Implemented Scenarios

The Android sample supports the scenarios described in the [Callback Scenarios](#). These scenarios are server-driven, which means that the server instructs the client with the actions needed to carry out the scenario. The client just needs to perform those actions and follow up dialog with the server. Therefore, the client is flexible enough to support any scenario that is built using the same kind of actions. The following actions are supported:

- `DialNumber` - The app makes a phone call.
- `ConfirmationDialog` - The app displays a message.
- `DisplayMenu` - The app displays a menu for the user to select an item that may affect how the scenario proceeds.
- `StartChat` - The app starts a chat conversation. Asynchronous HTTP notifications (comet messages) are used for receiving chat server events.

Push notifications through Google Cloud Messaging are supported. Delayed scenarios are supported by using push notifications only; the app will not poll the server to be notified about agent availability.

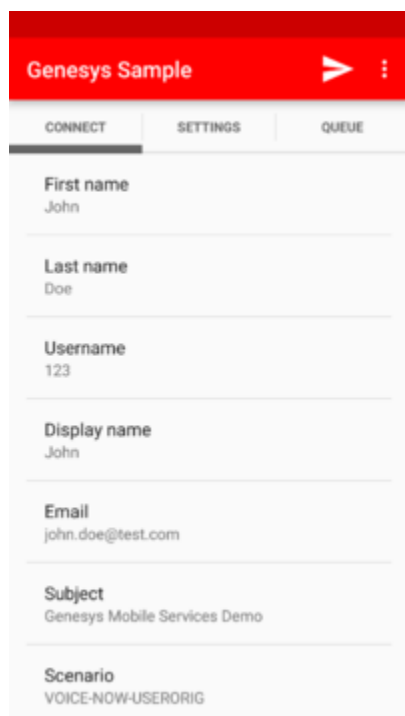
Prerequisites

In order to use the Android sample app, you need to have GMS installed and running, and the services that you want to make use of have to be deployed.

Running the Sample

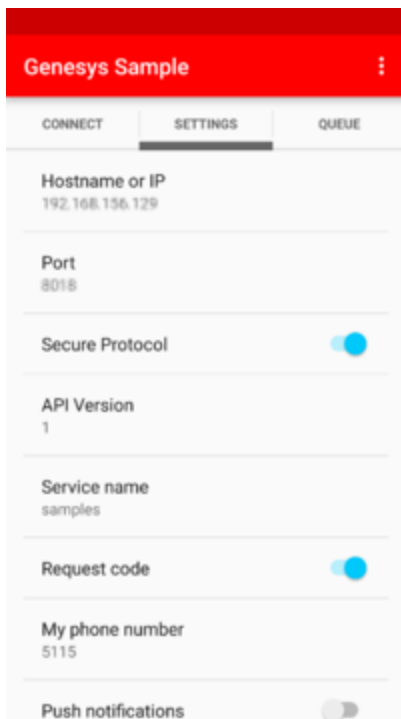
In order to run the Android sample, you can just download the APK file and deploy it on your Android device. Alternatively, you can also compile the source code to make your own APK file by using the Android SDK. Using the sample is easy, as long as GMS is already deployed.

The startup screen is a configuration screen:



Remember that in order for push notifications to work, you need to have registered a project in Google Cloud, and have enabled the *Google Cloud Messaging (GCM) for Android* API. In the app, you have to fill the GCM sender id with your Google Cloud project number. For more details, please refer to [Google Cloud Messaging - Getting Started](#).

After you have filled the configuration options with the appropriate values for your GMS environment, you can scroll to the bottom of the screen and click *Go!* for one of your configured services:



In order to review in detail the past communication between the client and the server, you can use the *Log* screen, which you can open from the *Show logs* option in the startup screen.



You can also inspect the standard Android logging, by using the Android logcat tool, for obtaining more details or displaying logs more comfortably on your computer screen. Filter by the *GenesysService* tag in order to see the client-server communication.

Small Introduction to the Code

The app is designed to be minimal, so that developers can focus on the implementation of Mobile Services scenarios.

The app consists of three screens (Android activities):

- *GenesysSampleActivity* - Displays the app configuration options, allows launching the Mobile Services scenarios, and interprets the server-driven actions.
- *GenesysChatActivity* - Chat screen.
- *LogActivity* - Displays logs.

The *GenesysSession* class is in charge of the client-server communication via HTTP for a Mobile Services user session, including comet notifications. It relies on the [Jetty](#) HTTP Client, and on the [CometD](#) Java Client. *GenesysSession* can be reused "as is" in your code. (Note: this is provided as sample code, so always test your app thoroughly. See the disclaimer below.)

The *GenesysService* class implements an Android service responsible for creating *GenesysSession* objects and keeping them running in the background, even when the user switches to other apps. *GenesysService* distributes server responses and comet messages to the preceding activities.

The *GenesysCloudMessageReceiver* class is in charge of receiving push notifications. It is implemented following Android recommendations, using the Google Play Services library. See [Google Cloud Messaging - Implementing GCM Client](#).

The *ChatSession* class and some companion classes implement chat operations. These classes are meant to be reusable in your code. (See the disclaimer below).

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