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Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014
www.genesys.com

About This Software

The Genesys Platform SDK CD contains software for developing custom applications to handle the full range of work that arrives in your contact center. In contrast to the abstraction of the Interaction SDKs, the Platform SDKs offer low-level components and fine-grained, message-driven interfaces that are also XML friendly. Both Java and .NET development technologies are supported (in addition to XML).

There are three types of components included with this CD. A brief overview of these components follows, with a detailed list of components provided below.

- [Platform SDK protocols](#) connect directly to the underlying Genesys servers and can be used to develop client-side, server-side, supervisor, monitoring, and driver-type applications (among other things).
- [Platform SDK application blocks](#) offer production quality code solutions, designed by Genesys engineers to showcase best practice techniques, that should be integrated into your applications to handle common functionality. Application blocks are offered "as-is", but are supported through online discussion forums.
- [Platform SDK libraries](#) are binary files that provide powerful new functionality for applications developed with the Platform SDKs.

Platform SDK Protocols

- *Configuration Platform SDK* enables Configuration Layer data querying and manipulation.
- *Contacts Platform SDK* enables Universal Contact Server integration for contact and interaction history querying and manipulation.
- *Management Platform SDK* enables you to design applications that monitor and start/stop applications in your Genesys environment.
- *Open Media Platform SDK* enables you to develop applications for handling non-voice interactions.
- *Outbound Contact Platform SDK* enables you to develop applications for programmatically starting and stopping outbound campaigns to accommodate your business logic.
- *Routing Platform SDK* enables Universal Routing Server integration, so that your application can perform actions such as loading and executing routing strategies.
- *Statistics Platform SDK* enables you to subscribe to statistics through Stat Server, or perform ad hoc querying of statistics in your contact center.
Note: With Platform SDK 8.0, this protocol was completely updated to offer improved functionality and access to the full Stat Server protocol. This protocol

is not compatible with releases of the Platform SDK prior to 8.0.

- *Voice Platform SDK* enables you to develop applications that handle voice interactions.
- *Web Media Platform SDK* enables design of applications that integrate with Genesys non-voice media servers, enabling you to introduce into a Genesys environment e-mail, chat, and callback request interactions that begin in a web environment.

Platform SDK Application Blocks

- The *Application Template Application Block* allows Platform SDK connections to be established by relying on standard Genesys connection parameters stored in Configuration Server.
- The *Configuration Object Model Application Block* provides an illustration of how to access and manipulate Configuration Layer data by means of programmatic objects.
- The *Warm Standby Application Block* provides code showing how to implement warm standby high availability in your application development.
- (Deprecated) The *Message Broker Application Block* is considered a legacy product as of release 8.1.1 due to changes to the default event-receiving mechanism.
- (Deprecated) The *Protocol Manager Application Block* is considered a legacy product as of release 8.1.1 due to improvements in the configuration of core protocol classes.

Platform SDK Libraries

- *Switch Policy Library (SPL)* exposes the policies for all supported switches to developers, and offers flexibility in adjusting for switch-specific behavior or adding new switch policies.
- *Logging Library* provides an easy-to-use API for creating and configuring custom-built loggers for your Genesys SDK applications.

Note that Platform SDK documentation and other resources are available for download from the [Genesys Documentation](#) website.

New Features in 8.1.x

Some of the primary new features added in release 8.1.4 are:

- **Single Sign-On Support** - The Configuration protocol has been updated to support the single sign-on feature when working with applicable releases of Configuration Server. (.Net only; introduced in release 8.1.401.x.)
- **Improved Search Features** - XPath search functionality is now included in Platform SDK.
- **Chat Session Nicknames** - Users are now able to update chat session nicknames using Platform SDK.
- **Exposed Attributes** - Hidden attributes in the T-Server protocol are now exposed.
- **Increased Performance** - Improvements have been made to the Configuration Protocol and Configuration Object Model Application Block to increase performance.
- **Capacity Rules** - Platform SDK now includes the ability to edit capacity rules.
- **Updated Platform Support** - The Platform SDKs now support Microsoft Windows 8 32-bit.

Some of the primary new features added in release 8.1.3 are:

- **Outbound Contact Protocol Updates** - The `OptimizationMethod` enumeration now includes the `MaximumGain` value.
- **Configuration Protocol Updates** - This protocol includes the following improvements:

Ability to request and receive abbreviated information about configuration object using the `RequestGetBriefInfo` and related `EventBriefInfo` classes.

- Character-encoding is now set up automatically when a protocol object is opened.
- Improved Error Handling - New exceptions have been introduced to provide more accurate error handling, while maintaining backwards compatibility with previously thrown exceptions. Refer to the Release Note for a more detailed list of exceptions added with this release.
- Updated Platform Support - The Platform SDKs now support Microsoft Windows 8 64-bit Native.
- Documentation Changes - Developer articles that were previously located inside the API Reference guides for the Platform SDKs have been moved to the [Genesys Documentation](#) website. Please visit that site for the most recent documentation updates.

Some of the primary new features added in release 8.1.2 are:

- Contact Server Protocol Updates - This protocol has been expanded to support the latest UCS abilities and to allow lightweight requests that return document details without receiving actual binary content.
- SIP Clustering Support - Voice Platform SDK now supports SIP Cluster Private Service calls with the `TServerPrivateServiceMessages` helper class.
- Improved LCA Connection Monitoring - The LCA protocol in Management Platform SDK has been extended to support notification messages regarding the state of an SCS-to-LCA connection.
- International Character Support - `KeyValueCollections` now allow for strings with Unicode and non-Unicode encoding to be mixed.
- Enhance the Application Template Application Block - This application block now allows protocol options to be read from your Genesys Configuration options.
- Updated Platform Support - The Platform SDKs now support the following additional platforms and versions:
 - .NET Framework 4.5
 - Red Hat Enterprise Linux 6.0 64-bit
 - Microsoft Windows Server 2012 64-bit
- Library Repackaging - The Platform SDK installation package has been updated to include a legacy folder for deprecated libraries and related materials. Third-party libraries required for client development have also been repackaged for developer convenience.

Some of the primary new features added in release 8.1.1 are:

- Improved Event-Receiving Mechanism - Programmers can now set a callback for handling protocol events, which is executed by the configured protocol invoker. This creates an easy and efficient way to implement event-handling logic, and supports different types of threading architecture. Previously, programmers needed to either use an event-handling thread or integrate the Message Broker Application Block into the threading architecture.
- Asynchronous Request Method in Java - Protocols in Java now offer a new method for submitting a request and getting notified of the response through a callback. Support client asynchronous programming model which is beneficial for application responsiveness and for server efficiency.
- Secure Connections: TLS (Transport Layer Security) - Platform SDK now supports secure connections to Genesys servers using TLS. Connections to Genesys servers can be authenticated and encrypted, ensuring that sensitive data is protected when transmitted.
- Application Template Application Block (Java) - This application block creates connections to Genesys servers based on configuration details inside Genesys Configuration Server. Connection parameters (including TLS parameters) are extracted from an Application Object inside the Genesys Configuration Server,

- making it easy to support flexible configuration parameters for connections.
- Improved Methods for Connection Configuration - New, strongly-typed and easily discoverable methods have been introduced to configure connection parameters, improving the usability and robustness of Platform SDK APIs.
- Common base class for T-Server events - T-Server event classes now inherit from a common base class, allowing client code to inspect common T-Server Event attributes by using the base class. Previously, users would need to cast to the specific event type or access the attribute in a weakly-typed manner.
- Change Password at Login Feature - When logging in to Configuration Server, Platform SDK now checks if a user is required to update their password and includes a new method to update passwords when the protocol is opened.
- IPv6 Support - Platform SDK can now use IPv6 for connections.
- Updated platform compatibility - Now includes support for Java SE 7 and .NET 4.0.

Some of the primary new features added in release 8.1.0 are:

- LCA Protocol Extensions - Expose improved application monitoring capabilities.
- Lazy Message Parsing - Lazy message parsing allows parsing of messages to be delayed until actually necessary.
- Application Template Application Block - This application block creates a framework for building an application which integrates with Management Layer and Configuration Server to provide core Genesys functionality.
- Support Switch Versions in Switch Policy Library (SPL) - Switch functionality can vary between different versions of the same switch type. SPL now provides API which allows user to specify the switch version and receive the data specific to given version.
- Profiling Services - The Platform SDK now provides profiling services to help evaluate SDK performance.
- Improved Platform Support - The Platform SDKs now support the following additional platforms and versions:
 - HP-UX 11i v3 Integrity
 - Red Hat Enterprise Linux 5 64-bit
 - IBM AIX 7 64-bit
 - Microsoft Windows Server 2008 64-bit

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

PlatformSDK\DotNet

Contains the installation binary for the Platform SDK for .NET libraries, application blocks, and .NET documentation. The installation binary is in the Windows folder.

PlatformSDK\Java

Contains installation binaries for the Platform SDK for Java libraries, application blocks, and Java documentation. Each installation binary is in a separate subfolder, under which are the operating systems that support the application: AIX, Solaris, HP-UX, Linux, and Windows.

Documentation

Product documents and release notes are available on the [Genesys Documentation website](#) and on a separate documentation library DVD that is shipped on request with your software.

In addition to an updated library of product documentation, the Genesys Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

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Technical Support

Contacting

Genesys provides technical support to customers worldwide through Customer Care centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Customer Care by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you are a Platform SDK 8.1 customer..

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the [Genesys Licensing Guide](#) on the Genesys Documentation website and the licensing section of the [Genesys Migration Guide](#).

Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys Documentzation website in the following documents:

- [Genesys Supported Operating Environment Reference Guide](#)

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Third-Party Software

Genesys follows applicable third-party redistribution policies to the extent that Genesys solutions utilize third-party functionality. Please contact your technical support representative if you have any questions.

This product contains the following third-party software components:

Used In	Component Name	Web Page
Platform SDK for Java	JAXB-2.1	http://jaxb.java.net/2.1/
	Netty	http://www.jboss.org/netty/

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Your Responsibility for Your System

You are responsible for product administration and system security. Please prevent unauthorized access. Your system administrator should read all documents provided with this product to fully understand the features available that can reduce the risk of system damage. System damage or loss caused by unauthorized access is not covered by maintenance and support or a Genesys warranty. In addition, Genesys software is proprietary. Unauthorized access may lead to violations of your confidentiality obligations under your contract with Genesys.

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