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About This Software

The Genesys Desktop .NET Toolkit is a product in the Genesys SDK family, which also includes Interaction SDK, Statistics SDK, Configuration SDK, and T-Lib SDK.

The Genesys Desktop .NET Toolkit provides a graphical user interface (GUI) as set of .NET Windows form-controls, as well as a supporting lower-level general purpose .NET component library (Services). The Genesys Desktop .NET SDK is primarily intended for customers who are developing agent desktop applications that are associated with Genesys software implementations using a Visual Studio .NET Integrated Development Environment (IDE). However, the Services .NET library can also be used for general purpose projects, including server-side integrations.

The Genesys Desktop .NET Toolkit is intended for use by partners and internally by Genesys developers for Genesys products; for example, Genesys *Gplus* Adapter for Microsoft CRM.

New Features in Release 7.6

This release of Genesys Desktop .NET Toolkit has these features:

- Ability to push video files to contacts via Genesys IP Solution.
- Enhanced outbound interface to display customer phone types and associated timeframe availability and time zone information.
- Ability to add your own custom security banner for login.
- Capability for an agent to record a SIP Phone call.

Note: These UI and toolbar samples are mainly an illustration of how to use the .NET toolkit; they are not meant to be production-ready applications.

Directories on This CD

DesktopApplicationBlocks

Contains five Application Blocks dedicated to voice media support and contact center statistics access; a Voice Toolbar Sample that handles voice interactions and displays statistics; an ASP implementation of a Voice Sample; a SIP Application Sample which can be customized to handle voice over IP interactions; and an History Sample.

documentation

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

DesktopDotNetToolkit

Contains the Genesys Desktop .NET Toolkit, the Multimedia Application Sample, which can be customized to handle multimedia (voice, e-mail, and Open Media) interactions using components from the Genesys Desktop .NET Toolkit, and the CoBrowse sample, which also uses components from the Genesys Desktop .NET Toolkit.

Documentation

Product documents and release notes are available on the [DevZone](#), the Genesys [Technical Support website](#) and on a separate Developer Documentation Library CD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Genesys Desktop .NET Toolkit [Release Advisory](#).

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

Technical Support

Contacting

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

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Desktop .NET 7.6 customer. For a list of the software versions that are on this CD, click [here](#).

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 7 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys 7 Migration Guide](#).

Configuration Support

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

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- [Genesys Supported Operating Systems and Databases Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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