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About This Software

Interaction SDK is intended for customers developing thick or thin client agent desktop applications associated with Genesys software implementations, as well as for server-side integration between Genesys software and third-party software. It supports the development of multimedia applications and abstracts underlying Genesys technologies by providing a high-level model for agent interactions. Interaction SDK contains two components: the Agent Interaction Layer (AIL) and the Genesys Integration Server (GIS). AIL is a Java library that offers an object-based interface. The GIS Agent Interaction Service offers the same functionality by exposing a web services interface. The GIS also offers web services interfaces for accessing the Genesys Configuration and Statistics. The Interaction SDK is also used by Genesys Partners (for example, the Oracle Telephony Adapter for Genesys Interaction Connector) and by Genesys internally (including Genesys Desktop 7.6, a J2EE-compliant, zero-footprint contact center agent application, and Genesys Gplus Adapters).

New Features in Release 7.6.x

The following new features were introduced in the 7.6.6 release of the Interaction SDK:

- The following guides are now available on the [Genesys Documentation Website](#):
 - [Agent Interaction SDK Services Developer's Guide](#),
 - [Genesys Integration Server 7.6 Deployment Guide](#),
 - [Interaction SDK Java Deployment Guide](#),
 - [Interaction SDK Java Developer's Guide](#).
- GIS Proxies now support .NET Framework 4.0 & 4.5.
- Interaction SDK now provides the ability to changes agent skills.
- Interaction SDK now allows agents to logout other agents.
- Interaction SDK supports Java 7 only.
- Interaction SDK now supports MS Windows 8 64-bit and 32-bit native, Windows Server 2012 64-bit native, and Red Hat Enterprise Linux 6.0.
- Genesys Integration Server (GIS) can now be configured to retrieve all the UCS History data.
- GIS no longer supports GSAP.

- Agent Interaction Layer (AIL) has been updated to use the Platform SDK 8.1.4.
- AIL now supports TLS for connections to Genesys Servers.
- AIL now manages AIL dependencies on JDK pluggable service providers.
- AIL now uses Java generics.
- AIL now includes Policy International Data Support.
- AIL now implements Contact SDK.

The following new features were introduced in the 7.6.5 release of the Interaction SDK:

- Interaction SDK now supports Java 7.
- Interaction SDK now supports Red Hat Enterprise Linux 6 64-bit and AIX 7.1 operating systems.
- Interaction SDK now supports the multimedia search function using a simple query or complex query.
- Interaction SDK now allows the use of communication DNs.
- Interaction SDK now supports passing attached data for interaction in workbins.
- Genesys Integration Server (GIS) now supports the ability to retrieve the total number of contacts that match a particular search.
- Genesys Integration Server (GIS) now supports chat typing and pushURL notifications.
- Agent Interaction Layer (AIL) has been updated to use the latest PSDK 8.1.1 release.

The following new features were introduced in the 7.6.4 release of the Interaction SDK:

- Agent Interaction Layer (AIL) and the GIS Agent Interaction Service include the Outbound Contact Server (OCS) Agent Logout Negotiation Protocol, for addressing the issue of abandoned or dropped calls in some circumstances.
- Agent Interaction Layer (AIL) allows searching live multimedia interactions based on interaction properties.
- Genesys Integration Server (GIS) now supports 64-bit Java Runtime Environments on Windows.
- Genesys Integration Server (GIS) now supports Ehcache manual peer configuration for its cluster deployment model.
- The documentation includes agent-desktop implementation guidelines for supporting SIP Business Continuity (also known as SIP Disaster Recovery). SIP Business Continuity is an architecture for geographic redundancy of SIP Server 8.1 and higher.
- Genesys Integration Server (GIS) now supports Advanced Disconnect Detection Protocol (ADDP) in communications with Stat Server in order for GIS to be able to provide early detection and recovery from lost connections with Stat Server or network performance issues.
- Agent Interaction Layer (AIL) has been updated to use the latest version of PSDK. It now uses the Web Media PSDK and the Stat PSDK, instead of relying on legacy Genesys Java libraries.
- Agent Interaction Layer (AIL) now supports the ability to retrieve the total number of contacts that match a particular search.
- Agent Interaction Layer (AIL) now supports four or more users in a voice conference.
- Interaction SDK now supports the Genesys 8.1 release.

The following new features were introduced in the 7.6.3 release of the Interaction SDK:

- Agent Interaction Layer (AIL) now supports the SIP HA Resilience mechanism by taking into account the configuration updates of the connected SIP Server applications.
- Agent Interaction Layer (AIL) and AIL services now supports the ability to

preview SIP-based interactions. This support is enabled by a new method that has been added to AIL and AIL services thru Genesys Integration Server (GIS).

- Media Interaction Layer (MIL) and Queued Interaction Layer (QIL) can now run in the same Java Virtual Machine (JVM) as Agent Interaction Layer (AIL).
- Interaction SDK now supports the hyperlink format during chat conversations.
- Interaction SDK now supports the ability to send notifications about the agent's typing activity during a chat conversation.
- Interaction SDK now supports both the new basic and advanced Web Callback functionality.
- Interaction SDK now supports Negotiated Agent Logout (see the *Genesys Outbound Contact 7.6 Reference Manual* for details).
- Interaction SDK now supports the ability to prevent an agent from canceling a record after the call has been dialed.
- Interaction SDK now supports Outbound-IP Active Switching Matrix (ASM) call flow identified as ASMEngaged and ASMOutbound Realtime Mail Engine action.
- Genesys Integration Server now exposes the ListenDisconnect and ListenReconnect functionality that is already available in AIL.
- The Interaction SDK installation package now allows the installation of more than one version of the SDK on a single machine. Note: This functionality is best suited for development or testing environments. Genesys does not recommend installing multiple versions of the SDK in a production environment.
- Platform compatibility now includes:
 - 8.0.2 CIM Platform
 - 8.0 Outbound
 - 8.0 and the latest available General Availability (GA) version of eServices at the time of the release.
- Development language support now includes:
 - JDK 1.6
 - .NET 3.0 and 3.5
- Operating system and virtual platform support now includes:
 - IBM AIX, version 6.1, both 32-bit and 64-bit versions
 - HP-UX, version 11iv3, 64-bit
 - Red Hat Enterprise Linux AS Edition, version 5, 32-bit
 - Windows 7
 - Windows 2008, both 32-bit and 64-bit versions
 - IBM PowerVM
 - VMWare
- Web container and application server support now includes:
 - Tomcat 6.0
 - WebSphere 6.1
 - BEA WebLogic 9 and 10
- This release includes enhanced documentation for all API References, Application Blocks, and samples.

The following new features were introduced in the 7.6.2 release of the Interaction SDK:

- The Interaction SDK installation packages now include a click-wrap agreement that appears when the IP prompts the person performing the installation to agree to the End User Licensing Agreement (EULA) terms. The addition of this click-wrap agreement is expected to save time and money for Genesys SDK customers and partners who formerly had to process developer contracts through their legal departments.
- The Interaction SDK 7.6.2 components are now officially supported with Framework 8.0. Note: The Interaction SDK 7.6.2 does not support new features of 8.0.
- The Interaction SDK now supports Radius meta-message delivery to end users both on successful and unsuccessful login.

- The Interaction SDK officially supports additional user fields in the Interaction Server database. There are no changes to the methods of the API.
- The Interaction SDK now supports integrations running on Vista Client.
- This release includes enhanced documentation for all API References, Application Blocks, and samples.

The following new features were introduced in the 7.6.1 release of the Interaction SDK:

- Support for new T-Library signaling events related to monitoring instant message (IM) interactions. A supervisor can silently monitor those interactions as they are being handled by agents.
- Support for SIP Instant Messaging (IM):
 - Handle multiple IMs simultaneously.
 - Accept voice and IM interactions simultaneously routed to a given agent (blended media). This allows a customer who was already in an IM session with an agent to escalate to voice and have the voice interaction sent to the agent already handling the IM session.
 - Receive, at the same time, a voice interaction from a traditional T-Server (behind a TDM switch) and an IM from SIP Server. In this scenario, the agent has logged on to one DN for IM belonging to SIP Server and one DN for voice belonging to a traditional T-Server.
 - Receive a voice call/IM in the same client application (for example, when the voice is delivered to a Polycom SIP phone and the IM client is Genesys Desktop).
 - Receive both voice and IM interactions at the same client application (for example, when the voice is delivered to a Polycom SIP phone and the IM client is the Genesys Desktop).
 - Receive voice and IM interactions on separate client applications, for instance, voice at a voice-only SIP phone, and IMs at a separate IM client (for example, Genesys Desktop with a single DN for SIP).
 - Perform voice-only or voice/IM blended activities within the same client.
 - The ability for agents to have access to:
 - 'not ready' status.
 - 'after call work' status, even if using multiple IMs at the same time.

Note: SIP Instant Messaging is supported only by the Agent Interaction Layer. It is not supported by Genesys Interaction Server.

- Enhanced documentation for all API References, Application Blocks, and samples.

The following new features were introduced in the 7.6.0 release of the Interaction SDK:

- Added High Availability for Genesys Integration Server—Cluster-based warm standby is now available for both GIS:SOAP and GIS:GSAP. (See the *Genesys Integration Server 7.6 Deployment Guide* for details.)
- Customer-time-zone-based outbound call scheduling on the agent desktop
- Improved responsiveness for changes made to your Interaction SDK Application objects in the Configuration Layer.
- Enhanced documentation for all API References, Application Blocks, and samples.

Directories on This DVD

documentation

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

AgentInteraction/Java

Contains installation binaries for the Agent Interaction SDK library, 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, Redhat Enterprise Linux, and Windows.

QueuedInteraction/Java

Contains installation binaries for the Queued Interaction SDK library 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, Redhat Enterprise Linux, and Windows.

MediaInteraction/Java

Contains installation binaries for the Media Interaction SDK library 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, Redhat Enterprise Linux, and Windows.

templates

Contains the templates used to install the Genesys Interaction SDK.

GIS

Contains the Genesys Integration Server. Each installation binary is in a separate subfolder, under which are the operating systems that support the application: AIX, Solaris, HP-UX, Redhat Enterprise Linux, and Windows.

GISProxyLibraries

Contains the .NET and SOAP Proxy Libraries. Each installation binary is in a separate subfolder, under which are the operating systems that support the application: AIX, Solaris, HP-UX, Redhat Enterprise Linux, and Windows.

ApplicationBlocks

Contains installation binaries for the Agent and Open Media Interaction SDK 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, Redhat Enterprise Linux, and Windows.

Documentation

Product documentation is provided on the [Customer Care Website](#), the [Genesys Documentation website](#), and the Documentation Library DVD that is shipped on request with your software.

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

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Technical Support

Contacting

Genesys provides Customer Care 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 about how and when to contact Customer Care, read the [Genesys Care Program Guide](#). Please tell the Customer Care representative that you

are an Genesys Interaction SDK 7.6 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](#).

Support Operating Environment Information

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

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

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Your Responsibility for Your System

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