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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 which are also XML friendly. These SDKs connect directly to the underlying Genesys servers and can be used to develop, among other things, client-side, server-side, supervisor, monitoring, and driver-type applications. All Platform SDKs provide different integration capabilities across both Java and .NET development technologies (in addition to XML):

- **Voice Platform SDK** enables you to develop applications that handle voice interactions.
- **Configuration Platform SDK** enables Configuration Layer data querying and manipulation.
- **Statistics Platform SDK** enables you to subscribe to statistics through Stat Server, or perform ad hoc querying of statistics in your contact center.
- **Open Media Platform SDK** enables you to develop applications for handling non-voice interactions other than chat and e-mail.
- **Outbound Contact Platform SDK** enables you to develop applications for programmatically starting and stopping outbound campaigns to accommodate your business logic.
- **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.
- **Management Platform SDK** enables you to design applications that monitor and start/stop applications in your Genesys environment.
- **Contacts Platform SDK** enables Universal Contact Server integration for contact and interaction history querying and manipulation.

In addition to the SDKs, this CD also contains application blocks for use with Platform SDK development. Application blocks are code offerings designed by Genesys engineers to provide insight into best practices for Genesys SDK use. In all cases, the application blocks are production quality. Though application blocks are not stand-alone, you can easily integrate

them into your Genesys SDK applications and further shape them to your needs. Application blocks are offered “as-is.” (However, Genesys plans to introduce a mechanism for application block support through online discussion forums. Contact your Genesys representative for more information.) Application blocks are built with Genesys SDKs (with possible exceptions) to demonstrate suggested functionality and use case best practices. The Platform SDK Application Blocks available with this release are as follows:

- **The Configuration Object Model Application Block for Java and .NET** provides an illustration of how to access and manipulate Configuration Layer data by means of programmatic objects. Note that the Configuration Object Model Platform SDK Application Block for Java is now on this product disc. Note that this application block, like all Platform SDK application blocks, is also available for download from the [Dev Zone](#).
- **The Message Broker Application Block for Java and .NET** provides you with code for handling messages that arrive at your application (similar to a listener).
- **The Protocol Manager Application Block for Java and .NET** offers a best-practice look at how to work with more than one protocol in a given customized application.
- **The SIP Endpoint Application Block for .NET** is an out-of-the-box SIP voice application for use with Genesys SIP Server.
- **The Warm Standby Application Block for Java and .NET** provides code on how to implement warm standby high availability in your application development.
- The following two application blocks are only available from the [Dev Zone](#):
 - **The Multi-Channel Communication Model Application Block for .NET** is an out-of-the-box sample agent desktop that enables you to handle voice interactions.
 - **The Configuration Context Application Block for Java and .NET** provides an introduction on how to access and manipulate data in the Configuration Layer.

New Features in Release 7.6.x

In the 7.6.201 release, Genesys added the following to the Platform SDK:

- Support of the Microsoft Vista operating system.

In the 7.6.2 release, Genesys added the following to the Platform SDK and Application Blocks:

- Extended Contacts PSDK for .NET. Contacts Platform SDK for .NET was extended to expose additional functionality available in the 7.6.1 version of Universal Contact Server (UCS).
- Contacts PSDK for Java. A Java version of the Contacts PSDK is now available. The .NET and Java versions expose the same functionality.
- Inclusion of binary modules for Application Blocks. The Installation Package for Platform SDK now includes binary modules (.dll and .jar) in addition to source code for all Application Blocks.
- Open Media PSDK support of “where” clauses to limit number of records in query results. When querying interactions it is now possible to limit the number of records returned. Example: “rownum < 200”.
- Open Media PSDK support of an attribute to limit results in RequestTakeSnapshot. A new attribute now exists in RequestTakeSnapshot that allows the developer to limit the number of records returned in query results.
- Removal of the limitation in Management PSDK that prevented developers from fully

- utilizing Local Control Agent (LCA).
- Open Media PSDK support for running multiple desktops where each uses one or more media types. New support in the Multimedia Solution for an agent running multiple desktop applications where each is working with one or more media types is exposed in the Platform SDK.
- Open Media PSDK support of timestamp conversion functions. Timestamp manipulation functions such as DateTime to Interaction Server timestamp string are provided to facilitate interaction processing scheduling functionality.
- A click-wrap agreement is now included in the installation of the Platform SDK. Customers no longer need to sign a developer contract with Genesys in order to use Genesys Platform SDKs.
- Removal of Configuration Context and Multi Channel Communication Application Blocks.
- Creation and rendering of field codes are now supported through the .NET Platform SDK.
- Timestamp manipulation functions (timestamp math and conversion) are now provided to facilitate interaction processing scheduling functionality.
- Management SDK functionality is extended to support 8.0. Management Layer.
- Enhanced documentation for all API References, Application Blocks, and samples. See the [Dev Zone](#) for a complete listing.

In the 7.6.0 release, Genesys added the following to the Platform SDK and Application Blocks:

- Contacts Platform SDK for .NET—enables integration with the Universal Contact Server.
- Configuration Object Model Platform SDK Application Block for Java (available for download only from the [Dev Zone](#)).
- Enhanced documentation for all API References, Application Blocks, and samples. See the [Dev Zone](#) for a complete listing.

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, Tru64, Linux, and Windows.

Documentation

Product documents and release notes are available on the Genesys Developer website ([Dev Zone](#)), the [Technical Support website](#), and on a separate developer documentation library CD shipped with your software.

[Return to Top](#) 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 Platform SDK 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 Licensing Guide](#) on the Technical Support website and the licensing section of the [Genesys Migration Guide](#).

Configuration Support

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

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

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5963632; 6185291; 5926538; 5946387; 6201863; 5907598; 6018578; 5940495; 6038602;
5999612; 5940496; 5970126; 6148074; 5915011; 5905792; 5991391; 5991392; 6185287;
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6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888;
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