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Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014  
[www.genesyslab.com](http://www.genesyslab.com)

## About This Software

Genesys Mobile Services allows enterprise developers to build mobile applications that utilize Genesys capabilities such as inbound voice routing. This platform simplifies integration with contact center infrastructure by exposing a set of APIs which can be accessed through the Internet and deployed into a customer network infrastructure.

## New Features in 8.1.x

Some of the primary new features added in release 8.1.2:

- New web-based Service Management GUI to assist with provisioning and monitoring of GMS services.
- New application template for deploying all GMS's into the same cluster.
- Support for Callback services.
- Improved integration with the Management Layer.
  - `web_port` option Alarm (EventId 2002).
  - Graceful shutdown.
- Integration with Stat Server.
- Support for Advanced Disconnect Detection Protocol (ADDP).
- Support for IPv6.
- Support for Transport Layer Security (TLS).

Some of the primary new features added in release 8.1.100.28:

- Improved Chat Support - Genesys Mobile Services now provides the ability to create a chat interaction on any service.
- Internal Poke Message - Genesys Mobile Services now provides the ability to create an internal poke message to be sent via push notification by an agent to the mobile device.
- Resource Booking Timeout - Genesys Mobile Services now provides the ability to control the resource booking timeout.

Some of the primary new features added in release 8.1.100.14:

- CometD - Genesys Mobile Services now provides HTTP-based events using CometD.
- Chat Support - Genesys Mobile Services now includes a Chat API, which customer-facing applications can use to create and manage a chat session associated with contact center-related services when used with Genesys Chat Server.
- Improved OS Support - Genesys Mobile Services now provides support for the following operating systems:
  - Red Hat Enterprise Linux 64-bit
  - Windows Server 2008 64-bit
- Google Cloud Messaging - The push notification service now supports Google Cloud Messaging (GCM).
- Push Notification Localization - Push notification now supports localized messages. The language specified during subscription is used to retrieve content from a custom XML file that is specified by the `localizationFileLocation` option.
- Improved Genesys Mobile Services API Security - Includes the ability to hide sensitive data in logs, and take advantage of client-side port definition when connecting to Genesys Servers.
- Counters and Monitoring Support - This release provides support for displaying counters and monitoring Genesys Mobile Services nodes .

Some of the primary new features added in release 8.1.000.30:

- Enhanced OS Support:
  - Windows Server 2003, 32-bit
  - Windows Server 2008, 32-bit and 64-bit compatibility
- API Updates—API naming conventions have been adjusted to be more intuitive and consistent.
- Enhancements to Push Notification Services for iOS and Android—This release includes support for the sending different types of message content (such as images or audio) and adds OS-specific attributes that can be associated and passed with the notification message.
- Mobile Client Samples—Code samples are now available from the Developer's Guide section of the Genesys Documentation Wiki.

Some of the primary new features added in release 8.1.000.23:

- Connect using Mobile Apps—Genesys Mobile Services allows mobile customers to connect with your contact center, automatically associating mobile contextual data with the phone call in order to improve the customer experience. Call timing can optionally be postponed until an agent is available to attend the call.
- Informed Access Number Selection—The phone number used to call your contact center can be chosen for each individual inbound call, based on mobile contextual data, such as customer location.
- Customer Location—Part of the mobile contextual data is customer location. For instance, customer location can be displayed on a map for the agent

attending the call.

## Directories on This CD

### documentation

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

### genesys\_mobile\_services

Contains the Genesys Mobile Services Platform.

### templates

Contains the application templates used for configuration.

## Documentation

Product documentation is provided on the [Customer Care website](#), the [Genesys Documentation website](#), and the Documentation Library DVD or the Developer Documentation CD 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 with support 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 \(Formerly Titled: Technical Support Guide\)](#). Please tell the Customer Care representative that you are a Genesys Mobile Services 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 Technical Support 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 Technical Support website in the following documents:

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

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## Legal Notices

### Copyright

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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 Customer Care representative if you have any questions.

This product contains the following third-party software components:

Used In	Component Name	Web Page
Genesys Mobile Services	Spring Framework	<a href="http://www.springsource.org/">http://www.springsource.org/</a>
	GCM Server	<a href="http://source.android.com/source/">http://source.android.com/source/</a>
	lesscss	<a href="http://lesscss.org/">http://lesscss.org/</a>
	SlickGrid	<a href="https://github.com/mleibman/SlickGrid">https://github.com/mleibman/SlickGrid</a>
	Bootstrap	<a href="http://getbootstrap.com/">http://getbootstrap.com/</a>
	Swagger	<a href="http://swagger.wordnik.com/">http://swagger.wordnik.com/</a>
	Backbone	<a href="http://backbonejs.org/">http://backbonejs.org/</a>
	Underscore	<a href="http://underscorejs.org/">http://underscorejs.org/</a>
	Apache Commons	<a href="http://commons.apache.org/">http://commons.apache.org/</a>
	Apache Cassandra	<a href="http://cassandra.apache.org/">http://cassandra.apache.org/</a>
	Apache log4j	<a href="http://logging.apache.org/log4j/1.2/">http://logging.apache.org/log4j/1.2/</a>
	Codehaus Jackson	<a href="http://jackson.codehaus.org/">http://jackson.codehaus.org/</a>
	Jetty	<a href="http://www.eclipse.org/jetty/">http://www.eclipse.org/jetty/</a> <a href="http://jetty.codehaus.org/jetty/">http://jetty.codehaus.org/jetty/</a>
	Google Code Javapns	<a href="http://code.google.com/p/javapns/">http://code.google.com/p/javapns/</a>
	Pelops Scale7	<a href="https://github.com/s7/scale7-pelops">https://github.com/s7/scale7-pelops</a>
	Simple Logging Facade for Java (SLF4J)	<a href="http://www.slf4j.org/">http://www.slf4j.org/</a>
	codesaway RegExPlus	<a href="http://codesaway.info/RegExPlus/">http://codesaway.info/RegExPlus/</a>
	FlexNet Publisher	<a href="http://www.flexerasoftware.com/products/flexnet-publisher.htm/">http://www.flexerasoftware.com/products/flexnet-publisher.htm/</a>
	AOP Alliance	<a href="http://aopalliance.sourceforge.net/">http://aopalliance.sourceforge.net/</a>
	CometD	<a href="https://github.com/cometd/cometd/">https://github.com/cometd/cometd/</a>
	Bouncy Castle	<a href="http://www.bouncycastle.org">http://www.bouncycastle.org</a>

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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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