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About This Software

The IVR SDK provides an application programming interface (API) that enables communication between vendor-specific IVR hardware and software and the Genesys IVR Server. The SDK enables you to develop an IVR Driver client application to complete the Genesys IVR solution.

The IVR Server offers two interfaces for communication with an IVR Driver:

The **Genesys IVR SDK for Extensible Markup Language (XML)** should be used for the development of all XML-based driver applications. The IVR Server uses a customized Document Type Declaration (DTD), which defines the Genesys-specific XML elements and attributes necessary to create your IVR driver application. The IVR SDK 8.0 XML Developer's Guide provided on the product CD explains the procedures for developing your own IVR driver application using XML.

The **Genesys IVR SDK for C** is offered to ensure compatibility for existing applications that were written using an earlier version of the Genesys IVR SDK interface for C and for new C-based driver applications.

New Features in Release 8.0.x

Release 8.0.0 of the Genesys IVR SDK for C includes the following features:

- **Client side port definition.** The port of a client application can be defined by the administrator. This enables client/server connections to be secured through firewalls.
- **Click-wrap agreement.** Users are prompted to agree to Genesys Developer Terms at the time of installation before extracting the IVR SDK files. Delays for customers signing contracts through Legal are avoided.
- **Return parameter configuration connection.** The `ilOpenConfigConnectionOpenConfigServer` method now returns the value `false` when a connection cannot be established with Configuration Server. Client applications avoid experiencing socket closure due to connection failure.
- **Support for RHEL 5.0 32-bit.** Custom IVR SDK based drivers are now supported on Red Hat Enterprise Linux 32-bit edition.
- **Support for TLS.** Custom IVR SDK based drivers now support Transport Layer Security.

- **Version-insensitive installation package.** Multiple versions of the IVR SDK can now be installed on a single machine. This is for development purposes and caution should be taken in production environments.
- **Support for the `ilSRqUDataGetAll()` method**, which returns all key-value pairs known to IVR Server.
- **Support for High Availability mode in IVR Server.**
- **Support for connecting to the backup Configuration Server when it's in primary mode.**
- **Support for the `ilGetParmValue( key ) method`**, which returns the value of an optional user-defined key-value pair.
- **Support for the return of the target and location in the Route Response data.**

Note: IVR driver applications developed with the 8.0 Genesys IVR SDK for C can be used only with the 8.x version of IVR Server.

Release 8.0.0 of the Genesys IVR SDK for Extensible Markup Language (XML) includes the following features:

- **Support for the `UDataGetAll` element**, which returns all key-value pairs known to IVR Server.
- **High Availability mode in IVR Server** can be supported.

Directories on This CD

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

IVR_SDK
Contains the specific SDK components that are being installed. Each SDK is in a separate subfolder, under which are the operating systems that support the SDK.

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.

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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 IVR SDK 8.0 customer. For a list of the software versions that are on this CD, click here.

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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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