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IVR Interface Option

IVR SDK

Release 8.1

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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 8.1 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 8.1.x

Release 8.1.0 of the Genesys IVR SDK for Extensible Markup Language (XML) includes the following features:

- The ability to retrieve call information of type `UUID`.
- The ability to retrieve call information of type `ThirdPartyDN`.
- Optionally, call information of type `All` may now be configured on IVR Server to return either `UUID` or `ThirdPartyDN` (or both). By default, neither will be returned for an `All` request.

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- Support for IPv6.

Note: IVR Driver applications developed with the 8.1 Genesys IVR SDK for C must be used only with the 8.1 version of IVR Server for the ability to retrieve the call

information type of `ThirdPartyDN` and optionally control `All` as above. They may be used with prior versions of IVR Server, but with correspondingly reduced features available.

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 documentation, including documentation specifically for developers, is provided on the Technical Support website, the Genesys Documentation wiki, and the Documentation Library DVD or the Developer Documentation CD that is shipped on request with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

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 IVR SDK 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 Manual*
- *Genesys Supported Media Interfaces Reference Manual*

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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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