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Genesys Developer
Enterprise SDK
Release 8.0

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About This Software

Writing agent applications is easy with Enterprise SDK, because a layer of abstraction separates developers from the low-level management and programming required by Platform SDK. Enterprise SDK is a Service-Oriented Architecture that injects low-level protocols (such as the Platform SDKs) and provides a consolidated model for your connections to Genesys Servers. You can use the patterns that Enterprise SDK implements to build flexible and extensible applications. This release of the Enterprise SDK only provides voice features, but future releases will include additional functionality.

Note that all Enterprise SDK documentation and resources are available for download from the Genesys Documentation Wiki.

New Features in Release 8.0.x

The following features were introduced in the 8.0.2 release of the Enterprise SDK:

- Support for the Windows 7 operating system.
- Masking sensitive data in log files.
- Tier 1 switch support has been extended with this release to include:
    - Ericsson MD110
    - Ericsson MX-ONE
    - Nortel Communication Server 2000/2100

    Refer to the Genesys Supported Media Interfaces Reference Manual for details.

The following features were introduced in the initial 8.0.1 release of the Enterprise SDK:

- SOA-based Design.
- High-level Abstraction Framework.
- Basic Call Control.
- SIP Preview for Voice.
- Instant Messaging.
- Multi-site Environment Support.

- Multi-tenant Environment Support.
- Switch Based Abstraction.
- Wiki Documentation.

Documentation for the Enterprise SDK is hosted on a wiki that you can access from the Genesys Documentation Wiki, allowing user feedback to be added and implemented faster than ever before. Although deployment and developer information is available exclusively from this wiki, the API Reference is also available on the Developer Documentation CD and as part of your Enterprise SDK installation.

For more information, see the release note for this product or visit the Genesys Documentation Wiki to find the latest available documentation.

Directories on This CD

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

EnterpriseSDK\DotNet
Contains the installation binary for the Enterprise SDK for .NET libraries and the .NET API Reference. The installation binary is in the Windows folder.

Documentation

Product documents and release notes are available on the Genesys Documentation Wiki and on a separate developer documentation library CD, available from Order Management.

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

Licensing

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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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6459697; 6215783; 6157655; 6122365; 6381640; 6332154; 6076093; 6445788; 6229888; 6421329; 6421325; 6381222; 6118865; 6389028; 6389133; 6122360; 6259786; 6496702; 6434231; 6178239; 6512763; 6442247; 6408064; 6418146; 6449358; 6346952; 6286033; 6345305; 6259774; 6393018; 6320951; 6298130; 6259692; 6453341; 6470080; 6337904; 6373937; 6473787

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Return to Top   This product makes use of the Microsoft Unity Application Block (version 1.2). For details about

this third party software, including licensing information, please refer to the Unity Application Block documentation available from MSDN. Licensing information is also included as part of the Enterprise SDK installation package.

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