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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 that are also XML friendly. Both Java and .NET development technologies are supported (in addition to XML).

There are three types of components included with this CD. A brief overview of these components follows, with a detailed list of components provided below.

- [Platform SDK protocols](#) connect directly to the underlying Genesys servers and can be used to develop client-side, server-side, supervisor, monitoring, and driver-type applications (among other things).
- [Platform SDK application blocks](#) offer production quality code solutions, designed by Genesys engineers to showcase best practice techniques, that should be integrated into your applications to handle common functionality. Application blocks are offered "as-is", but are supported through online discussion forums.
- [Platform SDK libraries](#) are a new addition for the Platform SDK 8.0.1 release. These binary files provide powerful new functionality for applications developed with the Platform SDKs.

Platform SDK Protocols

- *Configuration Platform SDK* enables Configuration Layer data querying and manipulation.
- *Contacts Platform SDK* enables Universal Contact Server integration for contact and interaction history querying and manipulation.
- *Management Platform SDK* enables you to design applications that monitor and start/stop applications in your Genesys environment.
- *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.

- *Routing Platform SDK* enables Universal Routing Server integration, so that your application can perform actions such as loading and executing routing strategies.
- *Statistics Platform SDK* enables you to subscribe to statistics through Stat Server, or perform ad hoc querying of statistics in your contact center.
Note: With Platform SDK 8.0, this protocol was completely updated to offer improved functionality and access to the full Stat Server protocol. This protocol is not compatible with releases of the Platform SDK prior to 8.0.
- *Voice Platform SDK* enables you to develop applications that handle voice interactions.
- *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.

Platform SDK Application Blocks

- The *Configuration Object Model Application Block* provides an illustration of how to access and manipulate Configuration Layer data by means of programmatic objects.
- The *Message Broker Application Block* provides you with code for handling messages that arrive at your application (similar to a listener).
- The *Protocol Manager Application Block* offers a best-practice look at how to work with more than one protocol in a given customized application.
- The *Warm Standby Application Block* provides code showing how to implement warm standby high availability in your application development.

Platform SDK Libraries

- *Switch Policy Library (SPL)* exposes the policies for all supported switches to developers, and offers flexibility in adjusting for switch-specific behavior or adding new switch policies.
- *Logging Library* provides an easy-to-use API for creating and configuring custom-built loggers for your Genesys SDK applications.

Note that Platform SDK application blocks, along with documentation and other resources, are available for download from the [Genesys Documentation Wiki](#).

New Features in 8.0.x

Some of the primary new features added in release 8.0.2 are:

- ESP E-Mail protocol – The Web Media Platform SDK now includes the ESP Email Protocol.
- Maven2 Support – A Maven2-style XML description of the Platform SDK component dependencies is now shipped with Platform SDK for Java. Platform SDK-based applications can now be built using Maven.
- Extension of Message Server API – An additional structure has been added to `EventLogMessage` in order to represent data which had previously been presented as a binary stream.
- Switch Policy Library for Java – Exposes policies for all supported switches to developers, offering flexibility in adjusting for switch-specific behavior or adding new switch policies.
- Custom Server Protocol – Allows a router to gather information from a custom server (created using this protocol) within a routing strategy, to use when making routing decisions.
- Server Side TLS – Allows Platform SDK-based servers to secure incoming

connections.

- Improved Log Filtering - The new `Tag` option adds the ability to "wrap" sensitive parts of a log message in pre-defined strings, which can then be used for log filtering.
- Hide Data in Logs – Sensitive data can now be hidden in the Platform SDK logs.
- Warm Standby Application Block Extensibility – The warm standby algorithm utilized by the application block can now be customized.
- Improved platform support – The Platform SDKs now include support for Windows 7.

Some of the primary new features added in release 8.0.1 are:

- Alarm Sending/Buffering Enhancements – Platform SDK now supports the ability to attach extended attributes to log messages before submission to centralized log storage. Alarm events can also be automatically buffered for up to 24 hours if the connection with Message Server is lost.
- TLS for Java – Platform SDK for Java now supports TLS.
- Access to System Host Data – Platform SDK now provides access to system host statistics such as CPU utilization and memory usage so that administrative desktops are able to present the data in a unified way.
- Switch Policy Library for .NET – Simplifies applications that perform agent-related switch activity by providing a layer of abstraction between switches and the functions that your applications will call.
- Role Based Access – Platform SDK now exposes access to role capabilities, including the ability to add or modify a role, assign a role to a user, and so on.
- Last Logged In – Platform SDK now provides access to this security feature, offering the ability to determine a user's last logged in date and time (as defined by the last time the user authenticated with Configuration Server).
- Configuration Server Options Schema – Platform SDK now supports the ability to provide XML Metadata describing application options for use by Administrative desktops.
- Configuration Metadata – Implemented for Java in release 8.0.1, to create parity with the .NET release.
- Metadata Localization Support – This feature makes localization for user interfaces easier.
- Hierarchical Data Access – Platform SDK now provides access to hierarchical multi-tenancy data layers in Management Framework and Configuration Server.
- Framework Compliant Logging – Platform SDK supports logging to a standard file and/or to Message Server, along with allowing various levels of logging to be specified and configured.
- New Management Layer Functionality – Platform SDK provides the ability to subscribe to Message Server events that are also buffered until processed.
- Caching in the COM Application Block for Java – Platform SDK for Java now provides support for a caching mechanism in the COM Application Block.
Note: This functionality already existed for the .NET version of the COM Application Block.
- Improved platform support – The Platform SDKs now support the following additional platforms and versions:
 - Windows Vista
 - Citrix XenApp 4.0, 4.5
 - Solaris 10 Container
 - IBM PowerVM

The following new features were introduced in the 8.0.0 release of the Platform SDK:

- Support for SCS Alarm Notification – Management Platform SDK now includes the ability to be notified of incoming alarms from Solution Control Server (SCS).
- Additional Stats Functionality Exposed – Statistics Platform SDK now provides additional statistics functionality to access the full Stat Server protocol.
- Improved Usability for Managing Configuration Data – Configuration Platform SDK now provides new data presentation using XMLDocuments and new utilities for delta support.
- e-Services Search Capabilities – The Platform SDKs support new search capabilities introduced in the e-Services Solution.
- Client Side Port Definition – The Platform SDKs now support client side port definition of the client/server connection.
- Configuration Metadata - Implemented for .NET only in release 8.0.
- .NET 3.5 Support – The Platform SDKs now support .NET 3.5 or higher.
- JDK 1.6 Support – The Platform SDKs now support JDK 1.6 or higher.
- TLS Support (.NET) – The Platform SDKs now support Transport Layer Security (TLS) for .NET based applications.
- TCP/IP version 6 support – The Platform SDKs now support TCP/IP version 6 (also known as IPv6).
- Version-Insensitive IP – Platform SDK packaging now allows multiple versions of the SDKs to be installed at one time for development purposes.
- Improved platform support – The Platform SDKs now support the following additional platforms and versions:
 - AIX 5.4 and 6.1
 - 32-bit version of 5.0 Red Hat Enterprise Linux
 - HP-UX 11i version 3
 - Windows 2008 Server

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, Linux, and Windows.

Documentation

Product documents and release notes are available on the [Genesys Documentation Wiki](#), the Genesys [Technical Support website](#), and on a separate documentation library DVD shipped with your software.

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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 Genesys Platform 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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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692;

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Your Responsibility for Your System

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