



- About This Software
- Directories on this CD
- Documentation
- Technical Support
- Legal Notices

Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Blvd., Suite 700, Daly City, CA 94014  
[www.genesys.com](http://www.genesys.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 8.5.x

The following primary new features were introduced in the 8.5.001 release of GMS:

- The embedded Cassandra database has been hardened with the following authentication and encryption enhancements:
  - User authentication
  - TLS support for Gossip protocol
  - TLS support for JMX protocol
- GMS now supports the ability to configure and restrict port access at the service API level.
- Basic authentication is now supported for GMS HTTP requests and is intended to be used in conjunction with HTTPS connections.
- Sample VoiceXML code is provided to demonstrate how to leverage GME Callback capability from Genesys Voice Platform IVR by virtually holding a call in queue until an agent is available to call back the customer.

The following primary new features were introduced in the 8.5.000 release of GMS:

- Load Balancing features for Orchestration Server (ORS):
  - Ability to configure a list of ORS URLs in the `_ors` option of the orchestration-based service.
  - Ability to configure load balancing strategies through the `_ors_lb_strategy` option:
    - Support a Linear hunt strategy where requests are always delivered to the first available node in the ORS list.
    - Support a Circular hunt strategy where requests are delivered in a round-robin fashion to the ORS list.
- Ability to allow the customer's load balancer to detect GMS node failure by configuring a new service type. The returned code for ONLINE/OFFLINE status is configurable.
- Operational metrics:
  - DNIS resource pool usage and availability.

- Average handle time by resource pool.
  - Ability to report on historical service terminations.
- Cookie-based management:
  - Ability to store ORS cookies for a given service id. GMS retrieves the cookies for subsequent calls of the service id and associates further requests including this service id to the same ORS instance.
- Javascript samples.

## 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 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.

[Return to Top](#)

## 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 8.5 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 Genesys documentation website and the licensing section of the [Genesys Migration Guide](#).

Note: If you have purchased the GME Callback license, the Media Server CD is now included to provide the CPD/ASM functionality. Refer to [Genesys Media Server 8.1 Deployment Guide](#) for information on installing and configuring the Media Server.

### Supported Operating Environment Information

Information on supported hardware and third-party software is available on the Genesys documentation website in the following documents:

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

[Return to Top](#)

# Legal Notices

## Copyright

This CD and all its contents © Copyright 2014, Genesys Telecommunications Laboratories, Inc. All rights reserved.

## Trademarks

Genesys and the Genesys logo are registered trademarks of Genesys Telecommunications Laboratories, Inc. All other company names and logos may be trademarks or registered trademarks of their respective holders.

## 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>

NOTICE OF RESTRICTED RIGHTS FOR ORACLE PRODUCTS LICENSED TO THE US GOVERNMENT Oracle Programs delivered to the United States government subject to the DOD FAR Supplement are 'commercial computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the licensing restrictions set forth in the applicable license agreement therefor. Otherwise, Oracle programs delivered subject to the Federal Acquisition Regulations are 'restricted computer software' and use, duplication, and disclosure of the programs, including documentation, shall be subject to the restrictions in FAR 52.227-19, Commercial Computer Software-Restricted Rights (June 1987). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

## 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.

[Return to Top](#)