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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.

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

New Features in 8.1.x

Some of the primary new features added in release 8.1.0 are:

- The Enterprise SDK now includes the ability to handle the following types of interactions:
 - incoming and outgoing e-mail interactions
 - chat interactions
 - work items
- Improved search capabilities for interactions.
- Interactions can now be reflected as threads, where a parent interaction spawns other interactions.
- Agents can now see information about the history of parties involved in an interaction.
- An agent can now let a supervisor barge-in during a customer conversation.
- Multiple versions of the Enterprise SDK can now be installed on the same machine.
- Documentation updates, including key improvements to the API Reference, located on the [Genesys Documentation Wiki](#).
- Improved platform support:
 - Citrix XenApp 5
 - VMware vSphere 4 (minimal configuration of Hypervisor together with a management console)
 - Windows Server 2008 R2 64-bit (required for all products that currently support Windows Server)
- The Enterprise SDK now provides support for RSA BSAFE FIPS capabilities.

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](#), the Genesys [Technical Support website](#), and on a separate Developer documentation CD that's shipped on request with your software.

The Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

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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 Enterprise SDK 8.1 customer. For a list of the software versions that are on this CD, click [here](#).

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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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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