GENESYS™

User's Guide

Context Services 8.5 User's Guide

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The Context Services User's Guide describes the Context Services functionality of the Conversation Manager Solution, and includes deployment information.

Every Genesys product includes a Release Note that provides any late-breaking product information that could not be included in the manual. This product information can often be important. To view it, open the `read_me.html` file in the application home directory, or follow the link under the Release Notes section of the product page to download the latest Release Note for this product.

Description

Context Services's REST APIs provide facilities to store your application data as Conversations. Each Conversation represents data collected when your application interacts with your Customer and then stored as Services, States, and Tasks via URI paths.

To use a REST API, your application will make an HTTP request and parse the response. By default, the response format is XML. If you wish, you can request JSON instead of XML. Because the REST API is based on open standards, you can use any web development language to access the API.

About GMS

Genesys Mobile Services (GMS) with Conversation Manager Solution brings business rules, context, conversation history, reporting, locations, and preferences to mobile interactions, enabling you to personalize every mobile experience.

GMS now embeds Context Services to enhance scalability and provide new interfaces in addition to new features such as Customer Journey. GMS/CS may be used when describing the Context Services capabilities in GMS, which include all the services, states, and tasks REST APIs. Note that GMS/CS does not provide profile management APIs.

About UCS

Universal Contact Server (UCS) interfaces with a database that stores data on contacts (customers). As the classic UCS, it works with Genesys eServices (Multimedia). With an optional set of additional capabilities known as Context Services, it works with other Genesys products and solutions, such as Genesys Voice Portal and Conversation Manager.

Note the UCS deployment is required only if your application need to handle profiles.

This part of the User's Guide covers:

- Installation and configuration of GMS and Context Services.

- Migration of your services from a UCS installation to a GMS installation.

What You Should Know

This guide is written for software developers and application architects who intend to create applications that interact with Genesys environments. Before working with Context Services, you should have an understanding of:

- computer-telephony integration (CTI) concepts, processes, terminology, and applications

- network design and operation

- your own network configurations

- Genesys Framework architecture

Scope of Use

Typical usage scenarios of Context Services include:

- Customer identification

- Service resumption

- Customer profile (retrieval and management)

- Callback offers

- Service resumption with an agent

- Proactive notification