AIL Deployment Guide

AIL, MIL, and QIL Basics

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Contents

AIL, MIL, and QIL Basics

This page provides an overview of the three application program interfaces (APIs) whose installation is covered individually in the chapters that follow: Agent Interaction (Java API) 7.6, Media Interaction (Java API) 7.6, and Queued Interaction (Java API) 7.6.

API Roles and Components

To plan your deployment of Interaction SDK Java, please start by ensuring that you have a supported operating system and Java environment. Refer to the Genesys Supported Operating Environment Reference Guide document. (For access details, see Related Resources.)

Agent Interaction (Java API)

API Role

Agent Interaction (Java API), also known as AIL, lets you build Java applications to control and manage voice, multimedia, and Open Media interactions issued by, or intended for, a contact center agent.

Components

AIL is comprised of the following components:

- The Agent Interaction (Java API) library, which is written entirely in the Java language and delivered as a set of `.jar` files.
- A javadoc API reference, which is an HTML tree in the `docs/` directory of the installed product directory tree.
- A developer's guide.
- A set of code examples that exercise some important features of the API, delivered in `.zip` and `.tar.gz` format.

Media Interaction (Java API)

API Role

Media Interaction (Java API), also known as MIL, lets you build Java applications to manage Open

Media interactions in the Genesys Framework. MIL 7.6 provides a simple Java API that includes manager interfaces for developing server applications that:

- Create and manage Open Media interactions submitted to Interaction Server.
- Manage Open Media interactions submitted to the Universal Contact Server's database.
- Use ESP protocol to handle interactions' extensions through Interaction Server.
- Monitor your application run mode from the Local Control Agent component point of view.

> **Important**
> MIL does not support the Genesys Chat or E-mail media types.

MIL Components

MIL is comprised of the following components:

- The Open Media common library, written entirely in the Java language and delivered as a set of `.jar` files on the product CD.
- The Media Interaction (Java API) library, which is written entirely in the Java language and delivered as a set of `.jar` files on the product CD.
- A javadoc API reference, which is an HTML tree in the `docs/` directory of the installed product directory tree.
- A developer's guide.
- A set of code examples that exercise some important features of the API, delivered in `.zip` and `.tar.gz` format.

Queued Interaction (Java API)

API Role

Queued Interaction (Java API), also known as QIL, lets you build Java applications to control queues made available by the Genesys Framework. QIL 7.6 provides a simple Java API, including manager interfaces to develop applications that can be used:

- To get business attributes and their values.
- To monitor changes in the queues' state, and in associated interactions.
- To get events on interactions in the queues.
- For Genesys media types, and for Open Media types.

QIL 7.6 offers the ability to perform the following ad-hoc management transactions:

- `stopProcessing`
- `placeInQueue`
- `lock/unlock`
- `set/RemoveProperties`
- `pull/leave`

QIL 7.6 retrieves queue content from Interaction Server, in order to provide the status of queue content to QIL's clients.

QIL Components

QIL is comprised of the following components:

- The Queued Interaction (Java API) library, which is written entirely in the Java language and delivered as a set of `.jar` files on the product CD.
- A javadoc API reference, which is an HTML tree in the `docs/` directory of the installed product directory tree.
- A developer's guide.
- A set of code examples that exercise some important features of the API, delivered in `.zip` and `.tar.gz` format.

New in this Release

Release 7.6.609.00

- AIL now supports Red Hat 6.0 32-bit or 64-bits, Windows Server 2012 64-bits, and Windows 8 32-bits or 64-bits.
- AIL no longer supports RedHat Linux 4, Windows 2000, and Tru64 O/S.
- AIL now supports several character encodings for connections to Genesys Servers. AIL exposes this feature in the new commons-connection/string-attributes-encoding which can be set to the appropriate encoding value. Note that this option does not affect the connection to the Configuration Server. To modify the character encoding for the Configuration Server's connection, use the -Dpsdk.connection.charset JVM option.
- AIL now uses Java Generics, and AIL methods return typed Collections and Maps. Note: This feature does not require you to modify applications compiled with a former version of AIL.
- AIL can now add, remove, and change an agent's level of skills. AIL exposes this feature in the following new methods.
    - In the AilFactory class:

```
public Collection<Skill> getSkills();
public Skill getSkill(Integer skillId);
```

- • In the Agent class:

```
public Collection<Skill> getSkills();
public void addSkill(int skillId, int level);
public void setSkillLevel(int skillId, int skillLevel);
public void removeSkill(int skillId);
```

- AIL now allows agents to force the multimedia logout of other agents. AIL exposes this feature in the `Place.forceLogout(String targetEmployeeId, String targetPlace);` method.
- AIL now supports the modification of the JVM default XML parser.
- AIL now provides TLS for connections to Genesys backend servers.
- AIL now allows you to use Contact PSDK rather than UCS API to handle the connection and requests to UCS.

Tasks and Their Related Procedures

The following table summarizes the tasks and their related procedures addressed in this guide.

Tasks and Related Procedures

Objective	Related Procedures and Actions
To set up your environment so that you can develop using your AIL Interaction SDK component.	Preparing to Configure your Interaction SDK Component Configuring your Interaction SDK for Deployment Configuring the Properties Tab Configuring the Options Tab for AIL
To install your AIL Interaction SDK component for use in developing custom applications.	Launching System Installation Installing your Interaction SDK Component
To set up your environment so that you can develop using your QIL Interaction SDK component.	Preparing to Configure your Interaction SDK Component Configuring your Interaction SDK for Deployment Configuring the Properties Tab Configuring the Options Tab for QIL
To install your QIL Interaction SDK component for use in developing custom applications.	Launching System Installation Installing your Interaction SDK Component
To set up your environment so that you can develop using your MIL Interaction SDK component.	Preparing to Configure your Interaction SDK Component Configuring your Interaction SDK for Deployment Configuring the Properties Tab Configuring the Options Tab for MIL
To install your MIL Interaction SDK component for use in	Launching System Installation

Objective	Related Procedures and Actions
developing custom applications.	Installing your Interaction SDK Component
To allow your custom application to run in a Genesys environment.	Configuring TLS Setting up VoIP Support Setting up your SIP Communication Server Configuring for your Specific Switch Running MIL and QIL on the Same JVM Starting MIL in Server Mode Configuring External Service Protocol Request