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AIL Deployment Guide

Custom Applications

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Contents

- 1 Custom Applications
 - 1.1 Configuring TLS
 - 1.2 Setting up VoIP Support
 - 1.3 Setting up your SIP Communication Server
 - 1.4 Configuring for your Specific Switch
 - 1.5 Running MIL and QIL on the Same JVM
 - 1.6 Starting MIL in Server Mode
 - 1.7 Configuring External Service Protocol Request

Custom Applications

This chapter describes how to install and configure your custom built applications to run in a Genesys environment. There are many ways to customize your Genesys environment to meet your business needs. Below are a few examples of how to install and configure your Interaction SDK custom built applications.

Configuring TLS

In 7.6.6, AIL integrates the PSDK Application Template Application Block, which provides TLS support. Before you can use and test your AIL application, you must configure secured ports as detailed in the [Deployment Guide](#).

For further details, you should read [Platform SDK Implementation of TLS chapter](#) which give all details about TLS in Platform SDK.

Setting up VoIP Support

Purpose

To allow your call center to use VoIP technology by creating and configuring a DN on the IPMX (Genesys IP Media eXchange) switch.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).
- To handle VoIP calls, Agent Interaction (Java API) uses H323 (Microsoft NetMeeting) or SIP (Windows Messenger) applications. For a full description of VoIP, see the Genesys *IP Media eXchange Reference Guide*.

Start

1. General Tab

Type: ACDPosition
Number: any

2. Advanced Tab

Alias and/or Use-Override (must be selected if used): Enter the IP address on which the agent's VoIP application is launched, preceded by the @ symbol and followed by the /VR option.

For example: @192.168.3.4/VR

This option allows a Connected mode between IPMX and a VoIP application. For standard use, Genesys recommends setting the agent's NetMeeting to autoreponse .

Important

Agents can receive VoIP sessions when logged into an IPMX DN. The connection between VoIP applications and IPMX is established only after the agent accepts the call, and the connection remains on until the agent logs out.

End Next Steps

- Customize your call center further by:
 - [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.](#)

Setting up your SIP Communication Server

Purpose

To allow your call center to use SIP communication technology. Agent Interaction (Java API) supports SIP Communication Server. For a full description of this server, see the *Framework SIP Communication Server Deployment Guide*.

You configure endpoints (SIP phones) as DN objects of type Extension in the Genesys Configuration Layer. For DN objects, you must configure the Configuration Manager fields listed in the following subsections.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

1. General Tab

Type: Extension

Number: The username part of the endpoint's Address of Record (AOR). Contains a numeric-only DN number that can be dialed directly from a phone.

Important

You must not use an @ sign or a domain name when configuring the number.

2. Annex Tab

Annex TServer/contact: Contains the contact URI. This field is used to specify the endpoint IP address if this is a fixed address. This object is necessary only for a stand-alone configuration, and only if the endpoint does not register itself in the Communication Server registry.

The URI format is:

```
[sip:][number@]hostport[;transport={tcp|udp}]
```

Where:

- sip is an optional prefix.
- number is the DN number. The current version of SIP Communication Server ignores this value.
- hostport is a <host>:<port> pair, where <host> is either a dotted IP address or a DNS-resolvable hostname for the endpoint.
- transport=tcp or transport=udp is used to select the network transport.

Important

The realm for password authentication is configured globally. There is one realm per Communication Server.

End Next Steps

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- [Running MIL and QIL on the Same JVM.](#)
- [Starting MIL in Server Mode.](#)
- [Configuring External Service Protocol Request.](#)

Configuring for your Specific Switch

Purpose

To configure your specific switch.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

1. For full support of your specific switch, configure the Place that the agent will log into. The Place configuration must not be changed while an agent is logged in.
2. Check with your switch to determine the kind of DN support you have. Then configure it accordingly.

See, [Switch-Specific Support Configuration](#) for details.

Important

In some of the switches, the agent cannot see all the DNs in the PPlace configuration. In these cases, only one DN is visible, and this DN includes the features of all other DNs.

End Next Steps

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 - [Setting up your SIP Communication Server.](#)
 - [Running MIL and QIL on the Same JVM.](#)
 - [Starting MIL in Server Mode.](#)
 - [Configuring External Service Protocol Request.](#)

Running MIL and QIL on the Same JVM

Purpose

To configure MIL and QIL to run on the same JVM.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

Start

In order to run QIL and MIL on the same JVM with the same application in Configuration Manager, no special configuration is needed, because QIL options are a subset of the MIL options.

Important

Genesys advises you to use the MIL template and complete it with the applicable QIL options.

End Next Steps

- Customize your call center further by:
 - [Setting up VoIP Support.](#)
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 - [Configuring for your Specific Switch.](#)
 - [Starting MIL in Server Mode.](#)
 - [Configuring External Service Protocol Request.](#)

Starting MIL in Server Mode

Purpose

To start MIL in server mode.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components.](#)

Start

1. Launch `startMediaServer.cmd` from the installation directory. The Class used to start MIL in server mode (located in the `MIL.jar`) is `com.genesyslab.omsdk.mil.MILBootstrapper`.
2. In the Command window, add to `startMediaServer.cmd` the following mandatory parameters:
 - `host <config server host>`
 - `port <config server port>`
 - `app <application name>`

Command line: `startMediaServer -host <config server host> -port <config server port> -app <application name>`

3. You can add non-mandatory parameters for OMSDKConnector initialization:
 - `backupHost <backup configuration server host name>`
 - `backupPort <backup configuration server port>`
 - `reconnectionPeriod <period between reconnection attempts in milliseconds>`
 - `reconnectionAttempts <number of reconnection attempts>`
4. You can also add the non-mandatory parameter for MIL initialization: `ext <comma-separated list of preloaded extensions (FQN)>`.
To correctly start MIL in server mode, the Java class path should include all the following .jars:
 - a. Genesys libraries:

- Java Config Library (cfglib.jar)
 - Java Common Library (commonLib.jar)
 - Java TKVList library (tkv.jar)
 - Java XKVList library (xkv.jar)
 - Java Management Layer Library (gml.jar)
 - License library used by Java Config Library (license.jar)
- b. Multimedia libraries:
- ESP Protocol Library Java (_3rd_party_protocol.jar)
 - Interaction Server API Java (_workflow_engine_protocol.jar)
- c. MIL libraries:
- OMSDK MIL library (mil.jar)
 - om_commons library (om_commons.jar)
 - UCS OMAPI library (omapi.jar)
- d. Java common libraries:
commons-collections-3.1.jar
- e. commons-lang-2.0.jar
- f. concurrent.jar
- g. log4j-1.2.8.jar
- h. mail.jar
- i. .jar files that contain necessary extensions (if any).

End Next Steps

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Configuring External Service Protocol Request

Purpose

To define generic blocks in a strategy on which you want to make an External Service Protocol

request.

Prerequisites

- You must have your Interaction SDK component installed. For detailed information on how to install Interaction SDK components, see [Installing and Configuring Interaction SDK Components](#).

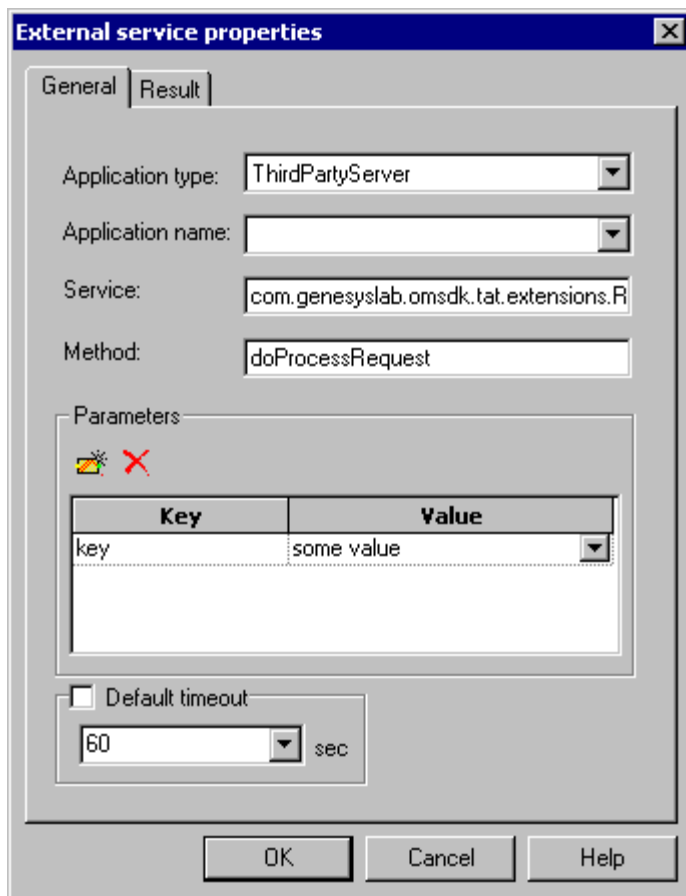
Start

To make requests on Open Media interactions related to your custom media server, you can define generic blocks in your strategy through IRD (Interactive Routing Designer). For further details on Genesys IRD strategies, see the *Genesys Multimedia 7.6 User's Guide*. Define the External Service block in a strategy for the Open Media interactions on which you want to make an External Service Protocol (ESP) request. (See [External Service Properties Window](#) as a guide to the following instructions.)

1. Application type: Select ThirdPartyServer.
2. Application name: Specify the application (server) name. If you want to use load-balancing of ESP requests, the Universal Routing Server has to call ESP server by type, and the server name should not be specified.
3. Service: Specify the Fully Qualified Class Name (FQCN) of the extension class to be used to handle requests.
4. Method: Specify the method name to be invoked in the extension class.
5. Specify the parameters to be put into request parameters attached to ESP requests.

Important

You can create any key/value pair.



The dialog box titled "External service properties" has two tabs: "General" and "Result". The "General" tab is active. It contains the following fields:

- Application type: A dropdown menu with "ThirdPartyServer" selected.
- Application name: A dropdown menu.
- Service: A text field containing "com.genesyslab.omsdk.tat.extensions.R".
- Method: A text field containing "doProcessRequest".
- Parameters: A section with a red 'X' icon and a table.

Key	Value
key	some value

Below the table is a checkbox labeled "Default timeout" which is unchecked. Next to it is a text field containing "60" and a unit label "sec". At the bottom are three buttons: "OK", "Cancel", and "Help".

External Service Properties Window

6. Default timeout: Specify the timeout for waiting response to ESP request.

Important

You can choose the default value.

7. Click OK to save your data.

Important

In order to invoke ESP requests on MIL server, the link to the MIL application should be added to the Connections tab in the IxnServer application in Configuration Manager.

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