This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

AIL Deployment Guide

Table of Contents

12/14/2025

Table of Contents

See the Change History page to get the list of modifications for this document.

Interaction SDK Java Deployment Guide

- Intended Audience
- Chapter Summaries
- List of Procedures

AIL, MIL, and QIL Basics

- API Roles and Components
- Agent Interaction (Java API)
- Media Interaction (Java API)
- Queued Interaction (Java API)
- Tasks and Their Related Procedures

Installing and Configuring Interaction SDK Components

- Configuration and Installation

Install and Configure Custom Applications

- Configuring TLS
- Setting up VoIP Support
- Setting up your SIP Communication Server
- Configuring for your Specific Switch

The Properties Tab

- The Properties Tab
- Configuring the Tenants Tab for N-Tier Deployment of AIL using the Standard Method

Switch-Specific Support Configuration

- Switch-Specific Support Configuration

Configuring the Tenants Tab for N-Tier Deployment of AIL using Alternative Methods

Configuring Contact Look Up or Creating Voice Interactions

Locating your SDK Component Files

Locating your SDK Component Files

Configuring the Options Tab

Configuring the Options Tab for AIL

Configuring the Options Tab for MIL

Configuring the Options Tab for QIL