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Agent Interaction SDK Java Developer Guide

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Welcome to the *Agent Interaction SDK Java Developer's Guide*.

- This document introduces you to the concepts, terminology, and procedures relevant to the Agent Interaction (Java API).
- This document provides a high-level overview of Agent Interaction (Java API) 7.6 features and functions, together with software-architecture information and deployment-planning materials.
- This document is valid only for the **7.6.6** release(s) of this product.

The Agent Interaction (Java API) is built around the Agent Interaction Layer library, which presents an API for developing voice and multimedia applications in either client or server modes. Because the library abstracts features of supported switches, your applications are portable across supported switches. Because the library supports connectivity with Genesys Multimedia servers, your applications can combine e-mail, chat, and other interaction management seamlessly with voice interaction management.

Intended Audience

This document, primarily intended for programmers developing Java-based applications for contact center agents, assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.

You should also be familiar with:

- Java programming.
- Genesys T-Server features, events, and call models.
- Genesys Multimedia features.
- Voice Callback Solution features.

Chapter Summaries

In addition to this preface, this document contains the following chapters and appendixes:

- **About Agent Interaction (Java API)**. This chapter introduces the Agent Interaction (Java API) with an

overview of its design features along with the structure and key concepts of the library API.

- **About the Code Examples.** This chapter introduces the supplied source code examples.
- **Server Applications.** This chapter introduces principles to write agent server applications developed on top of the Agent Interaction (Java API).
- **Voice Interactions.** This chapter introduces Voice API features for working with Interaction and Configuration objects using the `SimplePlace.java` and `SimpleVoiceInteraction.java` examples.
- **Switch Facilities.** This chapter discusses how to work with switch features.
- **PSDK Bridges.** This chapter discusses how to use the PSDK Voice and Config Bridges.
- **E-Mail Interactions.** This chapter covers programming techniques for managing multimedia interactions such as e-mail, and collaborative e-mails.
- **Chat Interactions.** This chapter covers programming techniques for managing chat interactions, and introduces CoBrowse in the `SimpleChatInteraction` example.
- **Open Media Interactions.** This chapter covers programming techniques for managing open media interactions.
- **Contact.** This chapter covers programming techniques for managing contacts.
- **Standard Responses.** This chapter covers programming techniques for managing standard response information.
- **Outbound Service.** This chapter covers programming techniques for outbound campaign interaction management.
- **Routing Points.** This chapter covers programming techniques for routing management, with references to supplied source-code examples.
- **Service Status and Connection.** This chapter covers programming techniques for administration management of the connected services.
- **Voice Callback.** This chapter examines the API features that support voice callback.
- **Expert Contact.** This chapter examines the API features that support an Expert Contact application.
- **Additional Details** presents details about handling user data, understanding AIL events, and working with library logging as well as your own application's logging.
- The appendix, **Voice Sequence Diagrams** presents event call flows for voice interactions.