

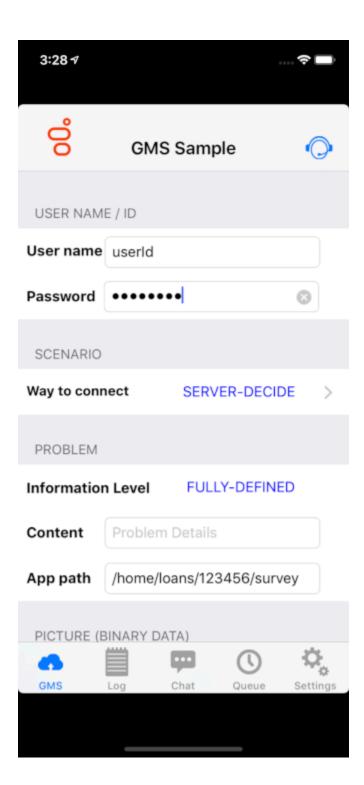
# **GENESYS**

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Client Samples

iOS Sample

# iOS Sample



You can log into the UI hub at this URL: <GMS Local Host>:8080/genesys

You can download the source code via the following zip file: Genesys Mobile Services iOS Sample Source Code (1.4.14).

This sample application provides you with the following scenarios:

- · Chat-Now
- · Chat-Wait
- · Voice-Now-UserOrig
- · Voice-Now-UserTerm
- Voice-Wait-UserOrig
- Voice-Wait-UserTerm
- Voice-Scheduled-UserTerm

#### Notes:

- Go to **Settings** and change the GMS service URL to point to the Callback service that you configured.
- The application does not trim +1 from the phone number. Make sure the phone number in the **Settings** tab is compatible with your test environment if you are using either matching by DNIS+ANI or matching by ANI only. Depending on your setup, T-Server reports ANI with or without a leading country code.

### Corrections

# Version 1.4.14

• Built with updated distribution profile.

#### Version 1.4.13

- The iOS sample code now calls the iOS location manager API function to request access to location information and now properly sets location\_lat and location\_long parameters in callback requests. Previously, location\_lat and location\_long parameters were always set to zero in callback requests.
- The "\_" character prefix has been removed from the following callback request parameters: photo, app\_path, problem, problem\_info\_level, date, and customer\_segment. These parameters are now added to the call's attached data.

# Version 1.4.12

• This version is compatible with Xcode version 7.1.1 and iOS version 9.1. (GMS-2800)

- The chat transcript view is now correctly updated on 64 bit iOS devices.
- Selecting the **Queue** tab no longer forces the application to exit.

#### Version 1.4.11

- This version is compatible with Xcode version 7.0.
- To ensure compatibility with iOS 9, this version includes the application plist parameter: "NSAppTransportSecurity / NSAllowsArbitraryLoads = true".

#### Version 1.4.10

- Chat client now includes transcriptPosition in the Comet /meta/connect message.
- This beta release includes support for screen sharing.

#### Version 1.4.9

• This beta release includes support for screen sharing.

#### Version 1.4.8

• Text lines in the chat view are no longer overlapping on 64-bit iOS devices.

#### Version 1.4.7

 Max notification size is now set to 256 if iOS version is older than 8.0. Otherwise, the max size is set to 4096.

#### Version 1.4.6

- The app no longer switches from the **Chat** tab to the GMS tab when resumed from background.
- If you enable the "Clear chat on new session" option in the **Settings** tab, the **Chat** tab content of the previous chat session is cleared each time a new chat session is initiated.

#### Version 1.4.5

• If the app is in foreground state, the app no longer terminates when receiving a push notification.

#### Version 1.4.4

- The app can now work with chat and can handle background status introduced in 8.5.1.
- The User interface for setting the GMS base URL has changed. It is now set by three components:
  - · Host-Set to the hostname or IP address.
  - Port-Set to the port number, for example 8080.
  - Application-Set the the application name, by default genesys.

#### Version 1.4.3

• The app can now work with the new Callback Availability API.

#### Version 1.4.2

• The app no longer fails to install on iPhone 4S devices.

#### Version 1.4.1

- Editing the server URL now update the main settings field.
- · Location latitude and longitude fields are now properly encoded in Callback requests.

#### Version 1.4

- · Schedule Callback is now supported.
- In the GMS tab, you can now set Way to Connect to VOICE-SCHEDULED-USERTERM to enable the Desired Time and Selected Time fields.
  - Tap Desired Time and select a desired callback time.
  - If the contact center is opened at the given **Desired Time**, tap **Desired Time** to select callback time in the list of available slots.
  - If the contact center is closed at the **Desired Time**, **Selected Time** will display a message indicating that the contact center is closed.
  - Tap **Desired Time** to try another time.
- The GMS URL (in the **Settings** tab) is now configured in two parts.
  - Set URL to http://host:port/genesys/1/service
  - Set Callback Service to the execution name of the Callback service.

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