Genesys Mobile Services Deployment Guide

Planning Your Deployment

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For the 8.x release, Genesys Mobile Services allows you to develop mobile applications that take advantage of Genesys capabilities. Every Genesys product also includes a Release Note that provides any late-breaking product information that could not be included in the manual. This product information can often be important. To view it, open the `read_me.html` file in the application home directory, or follow the link under the Release Notes section of the product page to download the latest Release Note for this product.

What You Should Know

This guide is written for software developers and application architects who intend to create mobile applications that interact with Genesys environments. Before working with Genesys Mobile Services, you should have an understanding of:

- computer-telephony integration (CTI) concepts, processes, terminology, and applications

- mobile concepts and programming

- network design and operation

- your own network configurations

- Genesys Framework architecture

In addition to being familiar with your existing Genesys environment, it is a good idea to be aware of some of the security issues that are involved with deploying a Genesys Mobile Services-based solution. That information and an overview of the deployment topology are discussed under Security and Access Control.