Web Services and Applications Deployment Guide

Installing

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Contents

To install Web Services, first you need to set up the two application objects it uses in the Genesys configuration environment:

- An application of type `Genesys Generic Server` that is called the WS Cluster Application.

- An application of type `Genesys Generic Client` that is called the WS Node Application.

Configuring the Web Services applications

Perform the following procedures to configure the Web Services applications. Select a tab to configure the applications in *either* Configuration Manager or Genesys Administrator.

Configuration Manager

Creating and importing the application templates

The Web Services installation package includes a template for `Genesys Generic Server` (the WS Cluster Application), but you must create a new template for `Genesys Generic Client` (the WS Node Application).

Start

1. To create the `Genesys Generic Client` template, navigate to the **Application Templates** folder. Right-click and select **New > Application Template**.

2. Configure the **General** tab of the template as shown below:

    - Name: WS_Node

    - Type: Genesys Generic Client

    - Version: 8.6

    - State Enabled: Yes

3. Click **OK**.

4. To import the `Genesys Generic Server` template, navigate to the **Application Templates** folder in Configuration Manager. Right-click and select **Import Application Template**.

5. Navigate to the **templates** folder in your installation package.

6. Select the **Web_Services_and_Applications_860** template file.

7. Click **OK**.

End

Creating the WS Cluster Application

Start

1. Navigate to the **Applications** folder. Right-click and select **New > Application**.

2. Select the **Web_Services_and_Applications_860** template and click **OK**.

3. Configure the **General** tab as shown below:

    - Name: WS_Cluster

    - Template: Workspace_Web_Edition_Web_Services_860

    - Component Type: [Unknown]

    - State Enabled: Yes

4. On the **Tenants** tab, click **Add**.

    1. Choose the `Environment` tenant (or any other tenant that has a connection to your Configuration Server).

    2. Click **OK**.

5. On the **Server Info** tab, choose a `Host` object. See Create Host in the *Management Framework Deployment Guide* for more information about Host objects. This automatically adds a corresponding port entry. The port value is ignored by the server and does not need to be modified.

6. On the **Start Info** tab, add a "." to the `Working Directory`, `Command Line`, and `Command Line Arguments` fields. These values are mandatory for all applications and must be entered to save the application object. Web Services does not use these values, so the "." is used as a placeholder.

7. On the **Connections** tab, add the following connections:

    - Configuration Server

    - T-Server/SIP Server (if supporting voice)

    - Interaction Server (if supporting multimedia)

    - Universal Contact Server (if supporting multimedia)

    - Stat Server (if supporting reporting)

    > **Important**
    >
    > Default statistics definitions provided with GWS 8.6 don't fully cover 'blended' scenarios where agents use voice and multimedia/digital channels simultaneously.

8. Click **OK** to save the `WS_Cluster` application.

End

Creating the WS Node Application

Start

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1. Navigate to the **Applications** folder. Right-click and select **New > Application<**.

2. Select the WS_Node template and click **OK**.

3. Configure the **General** tab as shown below:

    *   Name: WS_Node

    *   Template: WS_Node

    *   State Enabled: Yes

4. On the **Connections** tab, add the following connections:

    *   Cluster application that was configured in the previous procedure.

5. Click **OK** to save the WS_Node application.

End

Genesys Administrator

Creating and importing the application templates

The Web Services installation package includes a template for Genesys Generic Server (the WS Cluster Application), but you must create a new template for Genesys Generic Client (the WS Node Application).

Start

1. To create the Genesys Generic Client template, navigate to **PROVISIONING > Environment> Application Templates**.

2. Select **New...** and configure the properties of the template as shown below:

    *   Name: WS_Node

    *   Type: Genesys Generic Client

    *   Version: 8.6

    *   State: Enabled

3. Click **Save & Close**.

4. To import the Genesys Generic Server template, click **Upload Template** in the **Tasks** panel. The **Click 'Add' and choose application template (APD) file to import** dialog opens.

5. Click **Add** and navigate to the **templates** folder in your installation package.

6. Select the **Web_Services_and_Applications_860** template file and click **Open**.

7. Click **Save & Close**.

End

Creating the WS Cluster Application

Start

1. Navigate to **PROVISIONING > Environment > Application** and click **New...**.

2. In the **General** section, configure the properties of the application as shown below:

   - Name: WS_Cluster

   - Template: Web_Services_and_Applications_860

   - State: Enabled

3. Add the following connections:

   - Configuration Server

   - T-Server/SIP Server (if supporting voice)

   - Interaction Server (if supporting multimedia)

   - Universal Contact Server (if supporting multimedia)

   - Stat Server (if supporting reporting)

   > ## Important
   >
   > KPIs and Statistics are reported only for the voice channel. Web Services does not support real-time statistics for mixed media (voice/multimedia) environments. If a mixed media environment is used, voice statistics are not accurate.

4. In the **Server Info** section, select a Tenant:

   1. Click **Add**.

   2. Choose the Environment tenant (or any other tenant that has a connection to your Configuration Server).

   3. Click **OK**.

5. Choose a Host object. See Create Host in the *Management Framework Deployment Guide* for more information about Host objects.

6. Add a default Listening Port:

   1. Click **Add**.

   2. Enter the application's Port. For instance 7000.

   3. Click **OK**.

7. Add a "." to the Working Directory, Command Line, and Command Line Arguments fields. These values are mandatory for all applications and must be entered to save the application object. Web Services does not use these values, so the "." is used as a placeholder.

End

Creating the WS Node Application

Start

1. Navigate to **PROVISIONING > Environment > Application** and click **New...**.
2. In the **General** section, configure the properties of the application as shown below:

   - Name: WS_Node
   - Template: WS_Node
   - State: Enabled

3. Add the following connections:

   - Cluster application that was configured in the previous procedure.

4. Click **Save & Close**.

End

Next step

- Deploying the web application