Overview:
Genesys SDKs 8.5 Workshop for Developers is an introduction to the main capabilities of the Platform, Workspace and Genesys Web Services/Application SDK suites. The workshop will be presented through lecture and hands-on activities using real-life examples to learn best practices for using the Genesys SDKs. Students will learn various programming approaches for integrations and application development.

Availability:
<table>
<thead>
<tr>
<th>Method</th>
<th>Instructor-Led</th>
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<tbody>
<tr>
<td>Duration</td>
<td>5 Day(s)</td>
</tr>
<tr>
<td>Pricing</td>
<td>45 TUs</td>
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Course Objectives:
After completing this course, a student will be able to:
- Specify which Genesys SDKs are available and where they can be used
- Develop using
  - Platform SDK for Java and .NET
  - Genesys Development Tools
  - Web application on top of the GWS/GMS/APIs
- Demonstrate how to customise and add extensions to Workspace
  - Features
  - Configuration
  - Basic Customization
  - Advanced Customizations

Target Audience:
Genesys SDKs 8.5 Workshop is intended for experienced application developers involved in developing and/or maintaining applications for the Genesys platform.

Software Version:
This course uses Genesys version 8.5 for the majority of the components.

Course Prerequisites:
Courses Required
- Framework 8.x Foundations (FWK-FND) and Framework 8.x Deployment (FWK-DPL) or
- Genesys Framework, Routing and Reporting Foundation 8.5 (FRR85-FND), Genesys Framework, Routing and Reporting Operations 8.5 (FRR85-OPT) and Genesys Framework, Routing and Reporting Administration 8.5 (FRR85-ADM)

Skills Required:
- Java or .NET development skill is recommended
- Basic Genesys Routing and Genesys eServices knowledge is recommended
- Familiarity with JavaScript/Web programming and RESTful web services.
Course Outline:

Day -1

SDK Overview
- Diagram the high-level architecture of the Genesys SDKs
- Identify some typical uses of the SDKs

Developers Resources
- Demonstrate the call flow of a voice interaction
- Open and examine a T-Server log file with Kazimir.
- Use the Genesys Support Phone and EpiPhone to test desktop applications.
- Use the SIP Log Analyzer/SIPSpan2 to follow SIP messaging.
- Understand the use of the eServices Support Toolkit (for non-voice interactions)

Platform SDK Overview
- Differentiate between the various protocols in the Platform SDK
- Understand which Platform SDK protocol to use to connect to which Genesys server
- What environment you need to use the Platform SDK
- What Platform SDK documentation is available
- How Client applications and Genesys servers communicate
- Recognise the libraries within the Platform SDK
- How and when to use the Platform SDK Application Blocks
- New functionality in Platform SDK 8.5

Voice Platform SDK
- Explain what the Voice Platform SDK is, how it works and where it fits into the overall solution
- Describe the architecture of an application employing the Voice Platform SDK
- Explain the communication that takes place with T-Server
- Describe how to connect to T-Server
- Describe how to send Request messages to T-Server and receive Event messages from T-Server

Day -2

Statistics Platform SDK
- Explain what the Statistics Platform SDK is, how it works and where it fits into the overall solution
- Describe the architecture of an application employing the Statistics Platform SDK
- Understand how to connect to the Stat Server component within the Services Layer
- Understand how to handle messages received from Stat Server
- Understand the difference between pre-defined statistics, and on-demand statistics
- Understand how to obtain a single statistical value, or alternatively subscribe to and receive automatic updates to a statistics
- Test an application that displays real-time statistics about the contact centre resources
Configuration Platform SDK
- Explain what the Configuration Platform SDK is, how it works and where it fits in to the overall solution
- Describe the architecture of an application employing the Configuration Platform SDK
- Describe how to connect to Configuration Server
- Describe how to send Request messages to Configuration Server and receive Event messages from Configuration Server

Outbound Platform SDK
- Explain what the Outbound Platform SDK is, how it works and where it fits in to the overall solution
- Describe the architecture of an application employing the Outbound Platform SDK
- Explain the communication that takes place with Outbound Contact Server and T-Server
- Describe how to connect to Outbound Contact Server
- Describe how to send Request messages to Outbound Contact Server and receive Event messages from Outbound Contact Server
- Explain the communication that takes place with Outbound Desktop Platform

Open Media Overview
- Explain how Genesys Open Media provides a core framework through which any non-Genesys media interactions, such as Mail, Fax, SMS, are processed
- Describe the different types of properties associated with interactions
- Define the flow of media interactions and the use of the Capacity Rules
- Explain the use of workbins

Open Media Demosrv Overview
- Send emails for processing with Genesys (via web server and email client)
- Receive those emails within Workspace
- Examine contact and contact history
- Save and retrieve workbin items
- Reply to an email
- Insert a standard response
- Send the email back to the customer
- Open chat sessions inside a web server application
- Accept a chat session in Workspace
- Use supervisor functionality

Open Media Platform SDK
- Explain what the Open Media Platform SDK is, how it works and where it fits in to the overall solution
- Describe the architecture of an application employing the Open Media Platform SDK
- Explain the communication that takes place with Interaction Server
- Describe how to connect to Interaction Server, both as a client and a server
- Navigate around the Interaction Server Database
Day -3

Contact Platform SDK
- Explain what the Contact Platform SDK is, how it works and where it fits in to the overall solution
- Describe the architecture of an application employing the Contact Platform SDK
- Describe how to connect to Universal Contact Server
- To be able to examine the UCS Database
- Describe how to submit new interactions and perform basic searching

Management Platform SDK
- Explain what the Management Platform SDK is and how it works
- Connecting to LCA, Message Server and SCS

Customer Facing APIs
- Explain the components used in Customer-Facing APIs
  - GMS
  - GWE
  - knowledge Center
  - CX Widget
- Use the CX Widget for the following:
  - Chat
  - Callback
  - Web Engagement
  - Knowledge Center
  - Other plugins
- Customize the CX Widget

SIP Endpoint SDK
- Explain what the SIP EndPoint SDK for .NET is, how it works and where it fits in to the overall solution
- Describe the architecture of an application employing the SIP EndPoint SDK
- Explain the communication that takes place with SIP-Server
- See the SIP Server Genesys University course for more information.

Platform SDK Review
- Differentiate between the various protocols in the Platform SDK
- Understand which Platform SDK protocol to use to connect to which Genesys server
- What environment you need to use the Platform SDK
- What Platform SDK documentation is available
- How Client applications and Genesys servers communicate
- Recognise the libraries within the Platform SDK
- How and when to use the Platform SDK Application Blocks
Day -4

Workspace Desktop Edition Overview
• Describe the various features offered in the latest versions of Workspace Desktop Edition.
• Define what is customization of Workspace Desktop Edition, what can be customized and how
• Explain how to customize Workspace Desktop Edition using Configuration.

Workspace Static Configuration
• Explain how to add new languages to Workspace
• Explain how to replace the wording in Workspace
• Perform rebranding such as changing icons

Workspace Basic Customization
• Describe the SDKs used within Workspace Desktop Edition
• Define what is customization of Workspace, what can be customized and how
• Understand how to:
  • Write custom extensions for Workspace Desktop Edition
  • Change the behaviour of Workspace through the use of Commands
  • Work with Interaction Events
  • Modify Views
  • Introduce new custom logic into Workspace
• Know where to find relevant information for writing custom Extensions

Day -5

Workspace Advanced Customization
• Use Custom Interaction User Controls
• Use the View Context and the IView Interface
• Conditionally show views
• Send PSDK/ESDK commands
• Use customized privileges
• Send/receive messages and data between views and windows
• Themes
  • Changing the theme
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- Supporting different controls and templates
- Color and font size
- Screen readers
- Using diagnostic Tools such as Snoop

Workspace Web Edition Overview
- Describe the various features offered in the latest versions of Workspace Web Edition
- Start Workspace Web Edition on Demosrv
- To become familiar with Service Client API
- Interface with GWS

Course Review