



## Telephony Client Integration Developers Guide

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# Portrait Foundation Telephony Client Integration Developers Guide

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For more information please visit: <http://www.pitneybowes.co.uk/software/>

### UK

Portrait Software  
The Smith Centre  
The Fairmile  
Henley-on-Thames  
Oxfordshire, RG9 6AB, UK

Email: [support@portraitsoftware.com](mailto:support@portraitsoftware.com)  
Tel: +44 (0)1491 416778  
Fax: +44 (0)1491 416601

### America

Portrait Software  
125 Summer Street  
16<sup>th</sup> Floor  
Boston, MA 02110  
USA

Email: [support@portraitsoftware.com](mailto:support@portraitsoftware.com)  
Tel: +1 617 457 5200  
Fax: +1 617 457 5299

### Norway

Portrait Software  
Portrait Million Handshakes AS  
Maridalsveien. 87  
0461 Oslo  
Norway

Email: [support@portraitsoftware.com](mailto:support@portraitsoftware.com)  
Tel: +47 22 38 91 00  
Fax: +47 23 40 94 99

## About this document

### Purpose of document

This document summarises the approach to client-side telephony integration with Portrait Foundation ASP.NET applications (providing support for Genesys v8).

### Intended audience

People responsible for integrating telephony with Portrait Foundation.

### Related documents

Integrating Telephony Developers guide (*Integrating\_telephony.pdf*)

Technical Architecture

### Software release

Portrait Foundation 5.0 or later.



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## 1 Introduction

A new architectural framework has been put in place that provides support for client-side telephony integration with Portrait Foundation ASP.NET applications (e.g. Contact Center). This approach is consistent with what telephony vendors are doing and is intended to be a replacement for the Portrait Telephony Server (PTS) integration. The new implementation provides an out of the box client adapter for Genesys v8.

## 2 Client-side telephony integration

Genesys v8 is the successor to Genesys 7.2 TLib integration that is utilized by the Portrait Telephony Server (PTS) integration. The Genesys 8 integration is a client-side or desktop integration as opposed to a server-side integration which the PTS provides.

**NB: Customers should be aware that the Genesys 7.2 TLib has been 'End of Life'd. The PTS is still supported with the release, but will still only support Genesys 7.6 Server. After the next major release of Portrait Foundation support for the PTS will be removed.**

The new Telephony client-side integration is achieved using the Genesys v8 Voice Platform SDK for .NET. So all clients wishing to utilize this integration will require Microsoft .NET Framework v4.0 to be installed. A new client Telephony User Control is provided in "`inetpub\wwwroot\Portrait_Client\downloads`" which is silently installed and registered on the client machine.

It is anticipated that minimal work will be required to migrate to this new Telephony integration. The PTS contained a lot of state and did some translation of the call information passed from the Genesys server. The new Telephony User Control simply passes this call information directly to the client, so customers need to be prepared to make some changes to their PTC implementation. We therefore also recommend thorough testing.

Customers using this new client-side telephony integration do not need to install the Telephony Server components from the Core Software install.

The new client-side integration offers the same telephony functionality as the existing PTS. The following core telephony operations are provided out of the box and have been tested in the Portrait Foundation All Applications implementation.

Conference Call	Alternate To Call
Make Available Telephony	Alternate To Consult
Make Unavailable	Make General Call
Hold Call	Initiate Transfer
Retrieve Call	Initiate Conference
Hang Up	Take Call
Log On To Telephony	Transfer Call
Log Off Telephony	Take Transfer

### OCS Support

OCS functionality available in the PTS is also supported in the new client control although it will behave slightly differently in the client control because of how Genesys events are returned.

When an OCS request is sent, Genesys will return a synchronous acknowledgement and this is what is returned by the client control. The OCS response will then follow as an unsolicited message.

For example, sending a DIALLERDISPOSITIONCALL request via the PTS would result in a solicited DIALLERDISPOSITIONRESPONSE response. Using the client control, sending DIALLERDISPOSITIONCALL will result in a solicited EVENTACKNOWLEDGED response followed by an unsolicited DIALLERDISPOSITIONRESPONSE response. Customers wishing to make use of this functionality should test accordingly.

### Logging

Although the telephony integration is now client-side, it will log messages through the standard Foundation server-side logging functionality.

Messages are logged under the *Telephony* category and will include details such as the client machine, the date and time that the message was logged, the name of the method that logged the message and the message itself.

Logging is enabled via a flag in the AIT.Portrait.Web section of web.config.

```
<add key="CTILoggingEnabled" value="true"></add>
```

This setting will affect all clients connected to the web server and is applied when the client telephony control is initialised. Changes to the setting will not take effect until the client session is re-started. This setting is enabled by default.

### Enabling Telephony Client integration in your Application

Out of the box, the Portrait Foundation Contact Center application has Telephony integration switched off. The first step in enabling this integration is to update the TelephonyEnabled parameter in the applications HTA file (e.g. AIT\_HRZ\_ContactCentre.hta). Change...

```
XMLHttpRequest("StartModel.amc",
  "_MODEL=ContactCentre&_REQUEST_TYPE=_START&DesktopCI=GenericDesktop&TelephonyEnabled=False"
);
```

To...

```
XMLHttpRequest("StartModel.amc",
  "_MODEL=ContactCentre&_REQUEST_TYPE=_START&DesktopCI=GenericDesktop&TelephonyEnabled=True"
);
```

For customers using the PTS, traditionally this has been the only change required. To make use of the new Telephony Client integration an additional file needs to be updated - **AIT\_HRZ\_PortraitTelephonyClient.aspx**.

First change the script include from "telephony.js"

```
<script type="text/javascript" src="/portrait_client/includes/telephony.js"></script>
```

To "telephony\_new.js"

```
<script type="text/javascript" src="/portrait_client/includes/telephony_new.js"></script>
```

Then change telephonyenabled from "false"

```
<form id="PageForm" method="post" runat="server" telephonyenabled="false">
```

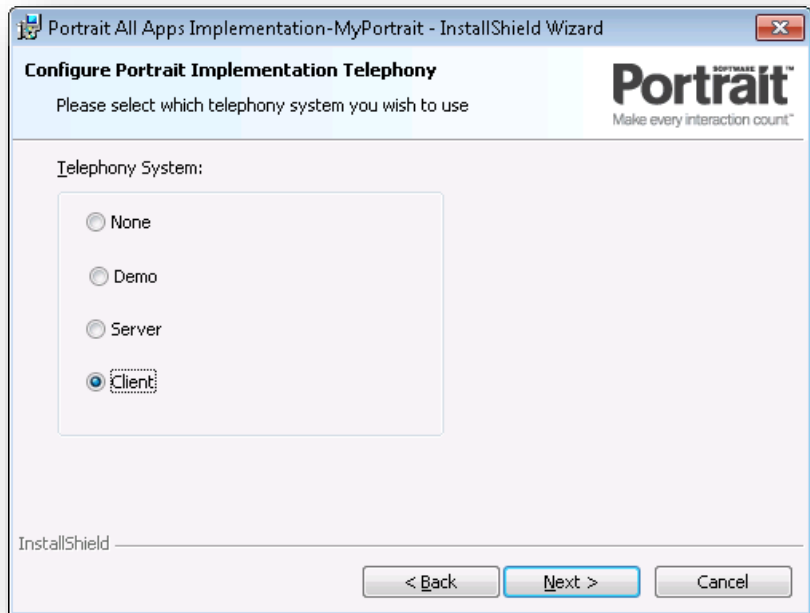
To "true"

```
<form id="PageForm" method="post" runat="server" telephonyenabled="true">
```

By setting **telephonyenabled** to **true** in AIT\_HRZ\_PortraitTelephonyClient.aspx, you are telling the application to download and install the new Telephony Client User Control from the Web Server (\inetpub\wwwroot\Portrait\_Client\downloads\TelephonyControl.cab).



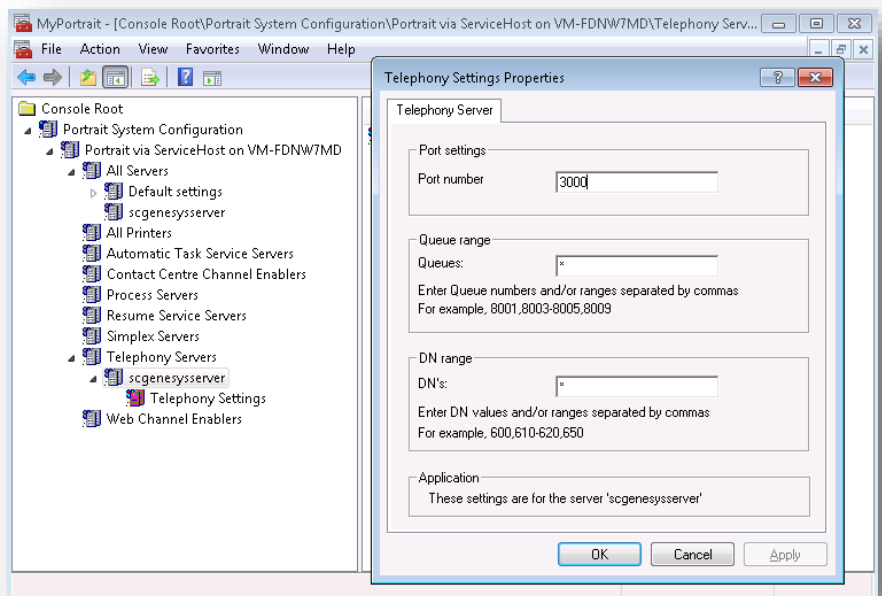
This can all be done by your Portrait Foundation Implementation installer. The All Applications Implementation install provides 4 options. For customers wishing to try out the Telephony Client integration, the "Client" option should be selected.



For an example of how this can be achieved in your new MSI implementation install using the Portrait Foundation SDK Build Environment see the "All Applications.mst" MSI transform and the Software Development Kit User Guide.

## Management Console

The new Telephony Client integration still makes use of the Telephony Server settings in the Management Console, but rather than adding the Portrait Telephony Servers here, the Genesys Server needs to be added instead. The Port number must be updated to match the Port configured on the Genesys Server.



Customers previously using the PTS integration will need to remove any PTS servers from this list first.