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See Change Log for summary of changes.

IC Web Services SDK

Installation and Configuration Guide

Abstract

This document provides information on setting up and configuring ICWS SDK.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

Table of Contents

Installing the IC Web Services SDK

This section covers:
- What the ICWS SDK is
- How to install the ICWS SDK on a Windows computer
- How to install the ICWS SDK on a non-Windows computer

What is the ICWS SDK?

Interaction Center Web Services (ICWS) SDK is a REST API for web, mobile, and desktop clients. The ICWS SDK includes:

- ICWS API documentation
- Example applications
- Language-specific Libraries

The ICWS SDK is available in CIC 4.0 SU 6, CIC 2015 R1, and later. Downloads for Windows machines and platforms other than Windows are provided.

To use the ICWS API, the IC server must have the I3_FEATURE_ICWS_SDK license installed.

Should You Use ICWS or IceLib?

IceLib is a mature framework with some features that are not yet in ICWS.

- For .NET applications, use the Interaction Center Extension Library (IceLib).
- For web applications, mobile applications, and applications (such as Java applications) that do not use .NET, use IC Web Services. Those applications can use IC Web Services directly, but would require a .NET layer if you used IceLib. The exception is if you need IceLib features that IC Web Services does not offer.

Windows Setup

To install the IC Web Services SDK on a Windows computer:

1. If you have not done so already, follow the procedure on the Product Information site at https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx to download and copy the CIC 2015 R1 or later .iso file to a file server on the CIC network.
2. Run Install.exe from the \Installs directory on the share.
3. Locate the IC Web Services SDK install in the Off-Server Components tab, click the checkbox, and then click **Install**.
4. Click **Next** in the first and second dialogs.
5. Click **Install** in the final dialog.

In Windows 7, the installation creates an ICWS SDK folder in the Windows Start menu under the PureConnect folder. In Windows 8.x, it creates an ICWS SDK icon in the PureConnect section of the Apps page.

Non-Windows Setup

To install the IC Web Services SDK on a non-Windows computer:

1. Locate the file ICWS_SDK_2015_R1.zip in the \Installs\Off-ServerComponents\ICWS directory on the CIC 2015 R1 or later .iso file on the file server and copy the zip file locally.
2. Expand the file in a location you choose.

The program creates a folder containing all the SDK documentation.

Change Log

Date	Changes
27-August-2014	Initial release of this document.
07-March-2016	Updated cover page and copyright statement.
03-May-2018	Rebranded from Interactive Intelligence to Genesys.