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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>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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What is the ICWS SDK?

Interaction Center Web Services (ICWS) Software Development Kit (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

The following tables lists the changes to the *IC Web Services SDK Installation and Configuration Guide* since its initial release.

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.
11-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".