



Preface

- [Change History](#), on page i
- [About This Guide](#), on page i
- [Audience](#), on page ii
- [Related Documents](#), on page ii
- [Communications, Services, and Additional Information](#), on page ii
- [Field Alerts and Field Notices](#), on page ii
- [Documentation Feedback](#), on page iii
- [Conventions](#), on page iii

Change History

This table lists changes made to this guide. Most recent changes appear at the top.

| Change | See | Date |
|---|--|--------------|
| Initial Release of document for Release 12.0 | | January 2019 |
| Added a table that includes the software versions for building custom applications. | System Requirements for Building Custom Applications | |
| Updated the Visual Studio Version to 2015 | | |
| Updated the .NET Framework version to 4.7.1 | | |
| Updated the Java version to 1.8 update 161 | | |

About This Guide

This manual provides a brief overview of the Cisco Customer Telephony Integration Object Server (CTI OS) product, introduces programmers to developing CTI enabled applications with CTI OS, and describes the syntax and usage for CTI OS methods and events.

Audience

This manual is for system integrators and programmers who want to use CTI OS to integrate CTI applications with the Cisco Contact Center software.

Related Documents

| Subject | Link |
|--|---|
| Related documentation includes the documentation sets for Cisco CTI Object Server (CTI OS), Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center | To see all related documentation sets, go to https://www.cisco.com/cisco/web/psa/default.html?mode=prod . Select Products > Customer Collaboration > Contact Center . |
| Cisco Unified Communications Manager documentation set | Go to https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/tsd-products-support-general-information.html |

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).
- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Alerts and Field Notices

Cisco can modify its products or determine key processes to be important. These changes are announced through use of the Cisco Field Alerts and Cisco Field Notices. You can register to receive Field Alerts and Field Notices through the Product Alert Tool on Cisco.com. This tool enables you to create a profile to receive announcements by selecting all products of interest.

Sign in www.cisco.com and then access the tool at <https://www.cisco.com/cisco/support/notifications.html>.

Documentation Feedback

To provide comments about this document, send an email message to the following address:
contactcenterproducts_docfeedback@cisco.com.

We appreciate your comments.

Conventions

This document uses the following conventions:

| Convention | Description |
|----------------------|--|
| boldface font | Boldface font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example: <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish. |
| <i>italic font</i> | Italic font is used to indicate the following: <ul style="list-style-type: none"> • To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills. • A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>) • A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>. |
| window font | Window font, such as Courier, is used for the following: <ul style="list-style-type: none"> • Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code> |
| < > | Angle brackets are used to indicate the following: <ul style="list-style-type: none"> • For arguments where the context does not allow italic, such as ASCII output. • A character string that the user enters but that does not appear on the window such as a password. |

