



App/Service Implementation Guide

Version 1.0

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Revision History

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1. How to Create an App or Service

To create an App/Service, NICE developer needs to register their details on the Developer Portal and to obtain an AppSecurity Object for the App/Service by following these steps:

Step 1 : Registration of NICE developer account

The developer registers a user account on the NICE Developer Portal.

Step 2 : Enter developer's information

The developer fills in contact information, for example: phone number, email address. The Developer may also add payment information to enable usage of paid services.

Step 3 : Obtain AppSecurity Object per App/Service

The developer enters the following information per App/Service:

- Business Model:
 - Purchased or trial version of App/Service.
 - Business model for the App/Service, including whether the App/Service is a paid for App/Service, free or subscription based.
 - Pricing information for the App/Service.
- Application platform: Android, iOS & WebApp
- Name and description of the App/Service.

NICE Developer Portal generates the AppSecurity Object when this information has been received.

When the App/Service calls the API, developer must include Access Token and App/Service_id in request headers for service authentication.

The developer may change the purchase options, payment method or billing address. The developer may check the account information in the NICE Developer Portal, including payment condition, app_id etc.

Once this process has been completed, the App/Service is now available to be linked to an End User's account using the AppSecurity Object. This is described in the section entitled "Linking an App/Service Instance to a User's Account".

2. How to Create a New App or Service

First log into the Developer Portal and for each new App/Service the developer must request a new AppSecurity Object and enter the relevant information per App/Service as defined in Step 3.

3. Linking an AppInstance to a User's Account

The User may download an App/Service from an App Store (for example Google Play, Apple App Store or any other App store). Alternatively the User may subscribe to a cloud service that interacts on their

behalf with their User Account on the NICE Account Service. The downloaded App/Service requires Access Tokens to access the User's account and devices. This is facilitated through OAuth 2.0.

The Account Management App is an App that is provided by the NICE Account Service and is used by the User to configure and interact with their Account on the NICE Account Service.

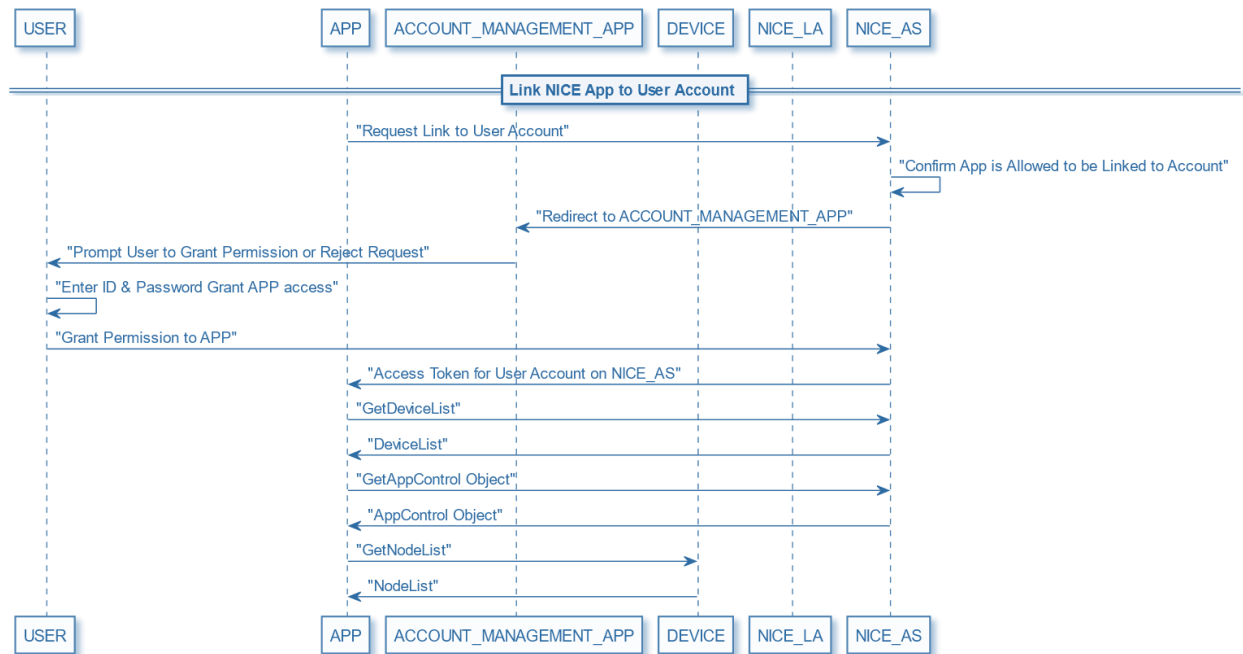


Figure 1. Link a NICE App to a User Account

Once the App/Service has been connected to the Device it can request the NodeList from the Device and set up the DataPipeline as described in the DataPipeline Usage Guide.

4. App/Service Developer Billing

The following diagram shows the process for the App/Service Developer using NICE services.

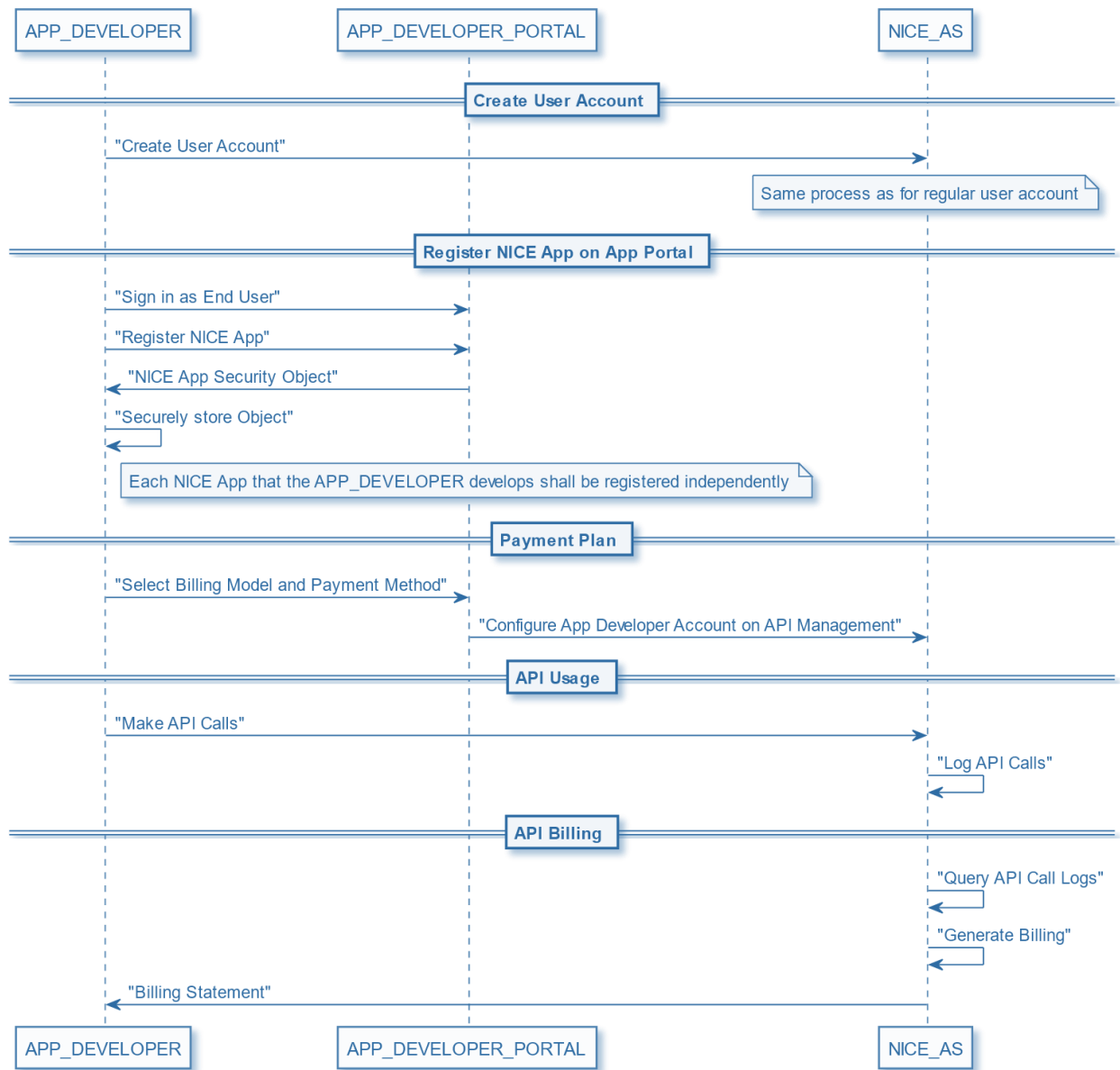


Figure 2: App Billing