



Release Notes

Guided Work Solutions Connector

Generic Integration Accelerator 2.2.1

June 12 2024

These release notes cover the 2.2.1 release of the Guided Work Solutions (GWS) Connector Generic Integration Accelerator.

New Features in this Release

GWS Connector SDK 2.2

New features have been added to GWS Connector SDK in this version. As the GWS Connector Generic Integration Accelerator is built on top of this library, you can start using all these new features included. Refer to the *Guided Work Solutions Connector Developer Guide* to learn more about new features included in this release, including GWS Insights, Text and Voice Notes or Photo capabilities.

Components in this Release

GWS Connector Generic Integration Accelerator 2.2.1

The Guided Work Solutions (GWS) Connector Generic Integration Accelerator contains a set of integration mechanisms that are ready to use for building GWS Connector Plug-Ins. Developers only need to implement the desired workflow and map the integration.

Supported Environments

Environment	Description
GWS Connector Service	2.2 and later
GWS App	3.4 and later
Execution models	• Embedded • Service
Devices and Voice Software	All devices supported by Honeywell DevKit
Languages	• English (U.S.) • German • French • French (Canada) • Spanish • Spanish (Mexico) • Portuguese • Portuguese (Brazil) • Dutch

Upgrading to Generic Integration Accelerator 2.2.1

Existing plug-ins must be upgraded before they can be used with GWS Connector Service 2.2 and GWS App 3.4.

Please refer to the *GWS Connector Generic Integration Accelerator Developer Guide* for detailed information about upgrading from Generic Integration Accelerator 2.0 to Generic Integration Accelerator 2.2.1

Deliverable Contents

This version includes the following contents:

Documentation

- **Guided Work Solutions Connector Quick Start Guide:** This document contains information about the connector including GWS Connector App and GWS Connector Service. It covers the supported architectures, installation, and configuration.

- **Guided Work Solutions Connector Generic Integration Accelerator Product Description:** This document contains information about the Generic Integration Accelerator (GIA), which can be used with any kind of voice workflow and is integrated using the available transports without any coding needed.
- **Guided Work Solutions Connector Generic Integration Accelerator Developer Guide:** This document provides guidelines for developing new plug-ins using the Generic Integration Accelerator.

Components

The software distribution includes:

- GWS Connector Generic Integration NuGet package required to be referenced in Plug-In projects
- GWS Connector Generic Integration Plug-In project template for Microsoft Visual Studio 2022 to assist in creating new Plug-In projects

General Considerations and Limitations

Limitations

Issue Description

When using SQL Server integration type on the GWS Connector App, some authentication methods such as Active Directory and Azure Active Directory are not supported.

Getting Help

Additional Documentation

Additional documentation may be found in your product package and on online partner portals.

Find most Honeywell Voice technical documentation at www.help.honeywellaidc.com.

Honeywell Voice Reseller Services

If you purchased equipment or services through a Honeywell Voice reseller, please contact your reseller first for support or to purchase a support plan.

Honeywell Voice Technical Support

Submit incidents or questions to www.honeywell.custhelp.com or contact Honeywell Voice Technical Support Center:

- **Americas**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1(866) 862-7877
- **AMEA**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +44 (0) 1344-65-6123
- **Rest of World**
Email: VoiceTechnicalSupport@Honeywell.com
Phone: +1 (412) 376-9384

To report support incidents or ask technical questions for other Honeywell devices, visit www.honeywell.com/PSstechnicalsupport.

Honeywell Voice Customer Service

For order placement or customer service inquiries:

- **Americas**
Email: VoiceCustomerServiceAmericas@Honeywell.com
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Honeywell Voice Hardware Repair

For returns or to check the status of an RMA for Voice hardware products:

- **Americas**
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For returns or to check the status of an RMA for other Honeywell hardware products, visit [SPS RMA](#).

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