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Platform SDK Developer's Guide

Platform SDK Resources

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Platform SDK Resources



Purpose: Describes additional resources located on this site and the Genesys Support site.

Related Documentation

Depending on what type of development you are doing with the Platform SDKs, the following resources may be useful for providing background information about your Genesys environment.

Genesys Events and Models Reference Manual

Use with: *T-Server*, *Interaction Server*

Download: [Genesys Events and Models Reference Manual](#)

If you are working with T-Server or Interaction Server, you should download and start reading the *Genesys Events and Models Reference Manual* right away. This document provides you with a large collection of two different types of important information, organized into two separate sections.

- **Part 1: Genesys Events** is the events portion of this document. The information in this part is wide-ranging, and includes everything from the names and descriptions of events, to the attributes that go with these events, to the definitions of event sub-states.
- **Part 2: Genesys Interaction Models** is the models portion of this document. It contains a selected list of call and interaction models. This information is also wide ranging. Based on the history of how this information has been presented in the past in various documents, model details may differ from chapter to chapter.

In both parts of this document, chapters are organized according to the type of event or model being described. So, for example, both parts one and two have specific chapters on voice-based issues that center on T-Library's generation of events and how calls are routed in a contact center.

Framework Stat Server User's Guide

Use with: *Stat Server*

Download:

- [Framework 8.1 Stat Server User's Guide](#)
- [Framework 8.0 Stat Server User's Guide](#)

Reporting Technical Reference

Use with: *Stat Server*

Download: [Reporting Technical Reference 8.0 Overview](#)

Download: [Reporting Technical Reference Guide for the Genesys 7.2 Release](#)

Code Samples

The documentation for the Platform SDK includes a number of code samples. These samples are for illustrative purposes only:

- [Complex Platform SDK 7.6 .NET Code Sample](#)
- [Configuration Platform SDK 7.6 Java \(with Message Broker\) Code Sample](#)
- [Configuration Platform SDK 7.6 .NET Code Sample](#)
- [Open Media Platform SDK 7.6 Java \(Client\) Code Sample](#)
- [Open Media Platform SDK 7.6 .NET \(Client\) Code Sample](#)
- [Open Media Platform SDK 7.6 Java \(Server\) Code Sample](#)
- [Open Media Platform SDK 7.6 .NET \(Server\) Code Sample](#)
- [Statistics Platform SDK 7.6 Java Code Sample](#)
- [Statistics Platform SDK 7.6 .NET Code Sample](#)
- [Voice Platform SDK 7.6 Java Code Sample](#)
- [Voice Platform SDK 7.6 .NET Code Sample](#)