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Platform SDK Developer's Guide

Welcome to the Developer's Guide!

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Welcome to the Developer's Guide!

This document introduces you to the tools and examples provided to help you get started with Platform SDK development.

Developer articles for the Platform SDK are divided broadly into the following categories:

- [Introductory and Feature-Specific Topics](#) describe general topics and common SDK functionality that all Platform SDK developers should be familiar with.
- [Application Blocks](#) provide production-ready blocks of code you should leverage, and modify if necessary, when creating applications.
- [Server-Specific SDK Protocols](#) work directly with Genesys servers using message-based requests and events.
- [Library Components](#) offer additional features and functionality such as logging.

For additional information about the Platform SDKs, please check the introductory materials provided as part of the [Platform SDK API Reference](#) for your release.

Introductory and Feature-Specific Topics

- [Lazy Parsing of Message Attributes](#)
- [Platform SDK Implementation of TLS](#)
- [Setting Up Logging in Platform SDK](#)

Server-Specific SDK Protocols

Platform SDK Protocol	Genesys Server(s)	Related Documentation
Configuration Platform SDK	Configuration Server	
Contacts Platform SDK	Universal Contact Server	
Management Platform SDK	Message Server Solution Control Server Local Control Agent	LCA Hang-Up Detection Support
Open Media Platform SDK	Interaction Server	
Outbound Contact Platform SDK	Outbound Contact Server	
Routing Platform SDK	Universal Routing Server Custom Server	
Statistics Platform SDK	Stat Server	
Voice Platform SDK	T-Servers	
Web Media Platform SDK	Chat Server	

Platform SDK Protocol	Genesys Server(s)	Related Documentation
	E-Mail Server Java Callback Server	

Library Components

Library Component	Related Documentation
Platform SDK Log Library	
Platform SDK Switch Policy Library	Using the Switch Policy Library

Application Blocks

Application Block	Related Documentation
Application Template Application Block (Java)	
Configuration Object Model Application Block	
Message Broker Application Block	
Protocol Manager Application Block	
Warm Standby Application Block	Using the Warm Standby Application Block

New Content by Release

This section provides a quick outline of developer content based on the release where that information first became relevant, or where it was last updated.

Release 8.1.1 New Features:

- [Platform SDK Implementation of TLS](#)
- Platform SDK for Java JAR files now provide a valid OSGi manifest and can be used as bundles in OSGi containers (like Equinox and Karaf) without additional modifications. The manifest exposes public Platform SDK APIs so that OSGi consumer services can use the same variety of Platform SDK functionality as non-OSGi clients.

Release 8.1.0

New Features:

- [Lazy Parsing of Message Attributes](#)
- [LCA Hang-Up Detection Support](#)

Release 8.0

- Please refer to developer information provided as part of the introductory material in the [Platform SDK](#)

Welcome to the Developer's Guide!

[API Reference](#) for this release.

Additional Resources

The following page contains reference materials that may be useful when developing applications with Platform SDK.

- [Platform SDK Resources](#)