GENESYS™

Platform SDK Developer's Guide

Welcome to the Developer's Guide!

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This guide offers a collection of articles that will help you to get started with Platform SDK development.

For detailed information about the Platform SDKs, please refer to the Platform SDK API Reference for your specific release.

Getting Started

Learn about the Platform SDK architecture and how to begin creating your own custom applications.

Introducing the Platform SDK

Architecture and Design

Event Handling

More

Working Directly with Genesys Servers

Understand how Platform SDK allows your application to interact directly with the desired Genesys Server.

Connecting to a Server

Telephony (T-Server)

More...

Using Application Blocks to Aid Development

Find out about the architecture of Genesys Co-browse.

Application Template Application Block

Warm Standby Application Block

Configuration Object Model Application Block

Commonly Used Features

These features are not specific to a Genesys server, and can be used in most applications.

Channel Encoding for String Values

Logging Configuration

Secure Connections Using TLS

More...

Additional Resources

Additional articles to support Platform SDK developers.

Migration Overview

Legacy Support

Platform SDK API Reference