



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Platform SDK Developer's Guide

Architecture of the Platform SDK

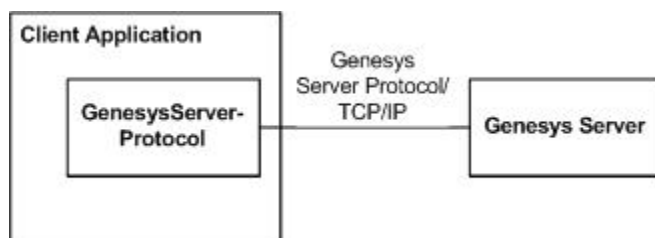
4/30/2025

Architecture of the Platform SDK

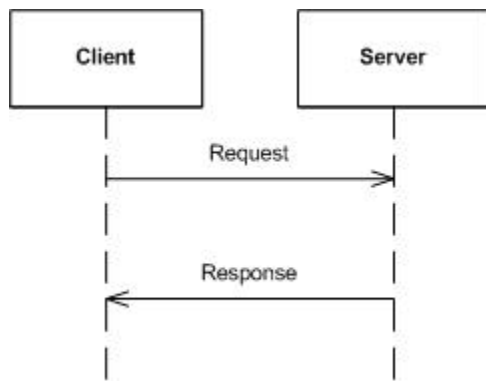
The Platform SDKs enable you to write client or server applications that use messages to communicate with Genesys servers.

Each SDK has one or more Protocol objects that you can use in your client applications to establish communication with the appropriate server. These objects use the native protocols of the Genesys servers they are designed to work with.

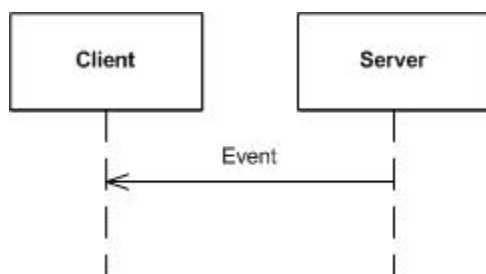
From a conceptual standpoint, your application's Protocol object, will be communicating directly with the appropriate server using the server's protocol running on TCP/IP, as shown below.



Once you have opened a connection to the server, you are ready to send and receive messages. The Platform SDK supports two message exchange patterns. In some cases, you will need to follow the Request/Response pattern. That is, you will send a message and wait for a response, as shown below.



At other times, following the Unsolicited Event pattern, you simply need to wait for unsolicited messages of a certain type.



The messages you send will be in the form of Request classes, such as `RequestAgentLogin` or `RequestAnswerCall`. The messages you receive, whether solicited or not, will be in the form of Event classes, such as `EventAck` or `EventDialing`.

As you can see, the architecture of the Platform SDKs is fairly simple — but you can use it to do some powerful things.