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Introduction to Genesys SDKs

Product Packaging

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Product Packaging

The main SDK package included with Genesys Universal SDK is the [Platform SDK](#).

The [SIP Endpoint SDK](#) and the [IVR SDK](#) are packaged separately.

Other Genesys Products with Customization or Integration Capabilities

Here are some additional Genesys products that allow customization or integration in custom developments:

- [Interaction Workspace \(and the embedded Enterprise SDK\)](#)
- [eServices Web API Client](#)
- [Universal Contact Server \(UCS\) Context Services](#)
- Genesys Enterprise Knowledge Management
- Gplus Adapters
- [Genesys Voice Platform \(GVP\)](#)
- Workforce Management 7.6 WFM Integration API
- Genesys Desktop

Important

Refer to product documentation for more details about these products.