GENESYS™

Introduction to Genesys SDKs

Product Packaging

3/29/2025

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.