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Introduction to Genesys SDKs

SDK 8.x

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SDK Typical Use Cases

Applications of the Genesys SDKs are virtually unlimited. The following list of typical applications may give you some ideas.

Building Custom Agent Applications

By providing a custom agent application, you can improve the productivity of your agents and help them deliver a better customer experience. You will be able to adapt the application to your precise agent operations, and help your agents with the task of handling customer interactions of any channel. You will be able to improve the usability, defining your own look-and-feel, and integrating closely to the rest of applications running on your agent's desktop.

Instead of building a stand-alone application, you can also build modules that integrate into your existing custom or third-party applications. For example, a contact center agent toolbar embedded into your CRM client application.

Use the [Platform SDK](#).

Incorporating a SIP Softphone

Integrate a softphone into your agent desktop and make the telephony experience easier for agents, providing just the functions that they need. Take control of how agents use their softphones.

Use the [SIP Endpoint SDK](#).

Handling Real-time Statistical Data

Provide your own monitoring applications for agents and supervisors that display the precise information they need, the way you want to show it. For some special cases, you may want to process statistical data in a highly customized manner.

Use the [Statistics Platform SDK](#).

Automating Genesys Configuration

Many contact center concepts are included in the Genesys Configuration, such as agents, places, DNAs, and so on. You can integrate the management of Genesys Configuration Objects into your automated business processes, so that all systems are kept synchronized without any manual intervention. This increases the reliability of your contact center and lowers administration costs.

You can also use the Genesys Configuration to store parameters for different purposes, such as customizing routing behavior or storing agent preferences. These parameters can be modified in real-time by your custom applications.

Use the [Configuration Platform SDK](#).

Integrating your IVR with Genesys

IVRs are able to collect customer call data that is required to be made available to other contact center systems. You can integrate your third-party IVR into the Genesys environment so that data is available for the rest of the applications, including routing, agent desktops, and reporting.

Additionally, Genesys can monitor the IVR in order to route inbound calls to the IVR ports, and collect port utilization data.

Genesys SDKs provide several alternative APIs for integrating third-party IVRs. The following guidelines can help you for choose the API that best suits your needs.

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.

Genesys Universal SDK Authorized Integrations

Subject to the terms and conditions of the Developer License Agreement (for partners) or the Customer Developer License Addendum (for customers), as applicable, Licensee or Customer, as applicable, is authorized to undertake only those integration development activities (“Integrations”) listed below. Licensee or Customer, as applicable, shall not undertake any integration development activities that are not listed below without the express written consent of the Genesys Senior Vice President of Product Marketing prior to commencing such integration development activities.

These are the authorized integrations when using the Genesys Universal SDK:

- **Agent desktop application** that provides the ability to:
 - Control the agent status regarding interaction management
 - Handle any kind of interactions owned by the agent
- **Advanced agent or supervisor application** that provides the ability to:
 - Display or react to real-time statistical values
 - Access or modify configuration values
 - Modify customizable routing parameters
 - Manage Outbound Campaigns
- **Enterprise-level server application** that:
 - Performs synchronization of configuration data with other systems
 - Monitors and controls Genesys applications
 - Monitors telephony objects for purposes of technical administration
 - Monitors or controls outbound campaigns or feeds outbound calling lists
- **Integration of a 3rd-party workforce management system**, in order to:
 - Feeding with Genesys statistics
 - Monitoring resources
 - Synchronizing configuration data
- **Wallboard integration** for displaying real-time statistics.
- Integration of a **3rd-party IVR**.
- Integration of a **3rd-party recording system**.
- Building a **Genesys SIP Server-based recording system**.

Relationship to Genesys Solutions

You can use this quick reference if you are already working with a Genesys Solution and you want to check the available APIs.

Genesys Server or Solution	Related Genesys APIs
T-Server	Platform SDK Voice
SIP Server	SIP Endpoint SDK Platform SDK Voice
Configuration Server	Platform SDK Configuration Configuration Object Model (COM) Application Block
Interaction Server (eServices, iWD)	Platform SDK Open Media
Stat Server	Platform SDK Statistics
Outbound Contact Server	Platform SDK Outbound Platform SDK Voice
Solution Control	Platform SDK Management
Chat Server Email Server	Platform SDK Web Media
IVR Server	IVR SDK