Genesys Softphone Connector API

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Welcome to the Genesys Softphone Connector API Reference. You can use this API to connect your custom agent desktop application to Genesys Softphone. The API enables Softphone to integrate with your agent desktop, similar to how it integrates with Workspace Web Edition and Workspace Desktop Edition for registration, authentication, and mute control.

Here are some common tasks you can perform with the API:

- Configure Softphone
- Start a SIP or WebRTC session
- Stop a SIP or WebRTC session
- Control and monitor Softphone audio devices