GENESYS™

Developer's Guide

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	Purpose: These developer pages, primarily intended for programmers developing strategies for contact center agents, assume that you have a basic understanding of:
	• Computer-telephony integration (CTI): concepts, processes, terminology, and applications.
	• Network design and operation.
	• Your own network configurations.

Introduction

This developer's guide covers the writing and the optimization of your applications on top of the Context Services. Representations, requests, and responses are detailed in the API Reference page. Use this developer guide to learn about the operations and representations used in this REST API. Developer pages are intended to help you to:

- Understand the design of the Context Services
- Get details to optimize your application's architecture
- Give general directions to your implementation on top of this product.

💡 If pages are missing information or not helpful enough, use the comment form at the bottom of the page to submit questions and feedbacks.