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Platform SDK Developer's Guide

Outbound

12/14/2025

Outbound

Java

You can use the Outbound Contact Platform SDK to write Java or .NET applications that work with the Genesys Outbound Contact Server. These applications can range from the simple to the advanced. This document shows how to implement the basic functions you will need to write a simple Outbound Contact application. It is organized to show the kind of structure you will probably use to write your own applications.

Setting Up an OutboundServerProtocol Object

The first thing you need to do to use the Outbound Contact Platform SDK is instantiate a `OutboundServerProtocol` object. To do that, you must supply information about the Outbound Contact Server you want to connect with. This example uses the URI of the server, but you can also use name, host, and port information:

```
[Java]
OutboundServerProtocol outboundServerProtocol =
    new OutboundServerProtocol(
        new Endpoint(
            outboundServerUri));
```

After instantiating the protocol object, you need to open the connection to the server:

```
[Java]
outboundServerProtocol.open();
```

Closing the Connection

Finally, when you are finished communicating with the Outbound Contact Server, you should close the connection to minimize resource utilization:

```
[Java]
outboundServerProtocol.close();
```

.NET

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```
[C#]
OutboundServerProtocol outboundServerProtocol =
    new OutboundServerProtocol(
        new Endpoint(
            outboundServerUri));
```

After instantiating the `OutboundServerProtocol` object, you need to open the connection to the Outbound Contact Server:

```
[C#]
outboundServerProtocol.Open();
```

Closing the Connection

Finally, when you are finished communicating with the Outbound Contact Server, you should close the connection to minimize resource utilization:

```
[C#]
outboundServerProtocol.Close();
```