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Introduction to Genesys SDKs

Product Packaging

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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.