

Genesys Predictive Engagement Administrator's Guide

Prepare Architect components

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Prepare an Architect workflow to integrate Genesys Predictive Engagement with a third-party system.

Related documentation:

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Configure the following permissions in Genesys Cloud:

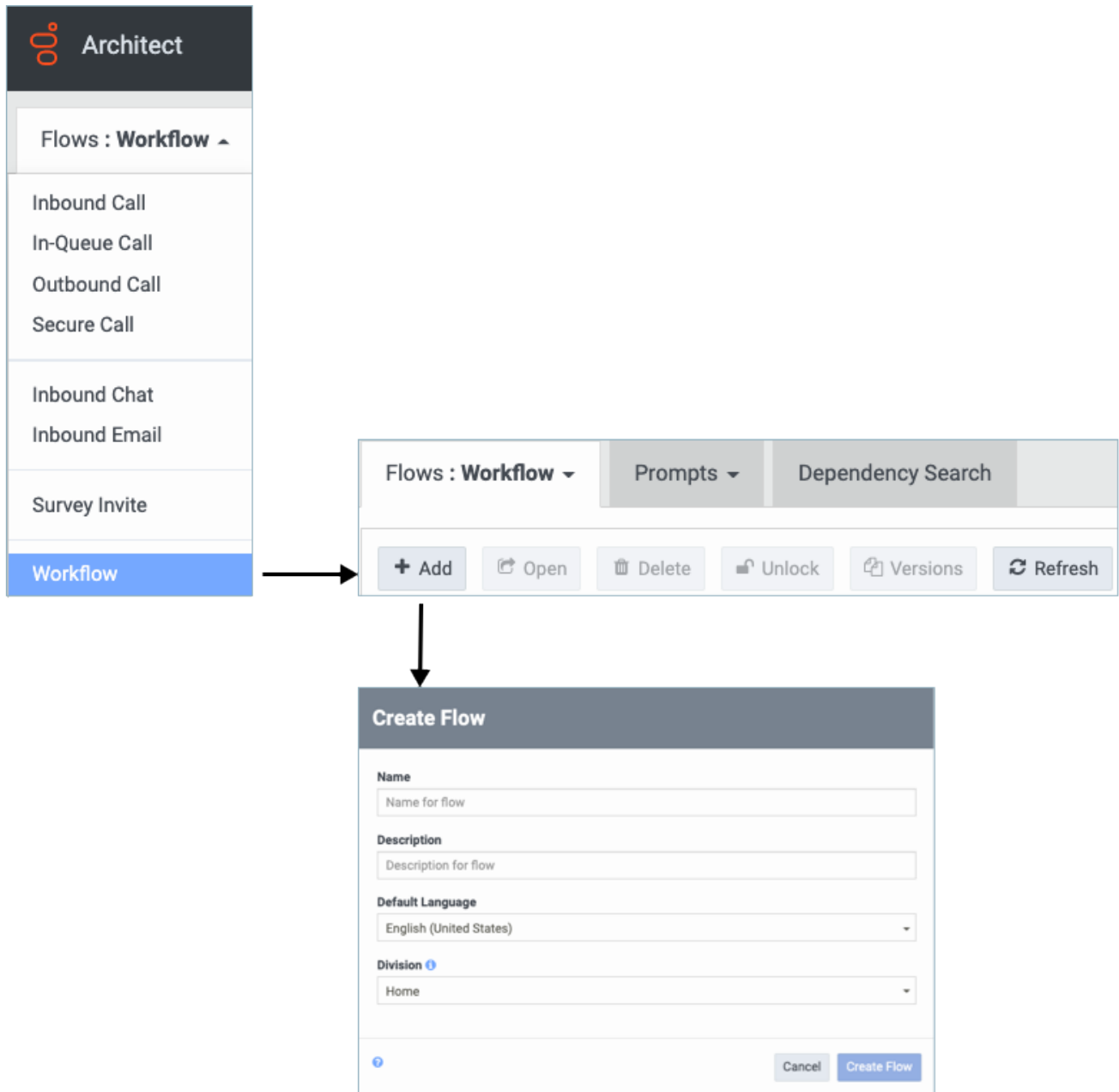
- **Architect > Flow > UI**
- **Architect > Flow > Search**

Campaign parameters

To create an integration using the Architect flow action in Genesys Predictive Engagement, use a *Workflow* type Architect flow. The workflow allows you to execute an action using the REST API.

The REST request requires certain parameters. For more information, see Required parameters for Salesforce Lead Creation and Campaign Attribution integration.

Prepare the workflow



Important

Always use the Workflow Architect flow type.

1. Create a workflow.

2. Import the integration-specific workflow. For more information, see Required workflow for the Salesforce Lead Creation and Campaign Attribution integration.
3. Update the data action referential integrity constraints.
4. Save and publish the workflow.

Update referential integrity constraints

The screenshot displays a workflow editor for a task titled "Create Salesforce Lead if it Doesn't Exist". The workflow starts with a "Start" node, followed by a "Call Data Action" node (ID 67) which is highlighted with a red border and a warning icon. Below this, there are three paths: "Success", "Failure", and "Timeout". The "Success" path leads to an "End Task" node (ID 72). The "Failure" path leads to another "Call Data Action" node (ID 68), also with a red border and warning icon, which then branches into "Success", "Failure", and "Timeout" paths. The "Success" path leads to an "End Task" node (ID 73). The "Failure" path leads to an "Update Data" node (ID 89) with the error message "1: Flow.errorReason = FailedToCreateLead". The "Timeout" path leads to a "Drag action here" placeholder. On the right side, the configuration panel for the selected "Call Data Action" (ID 67) is shown. It includes fields for "Name" (Call Data Action), "Category" (Salesforce Data Actions), and "Data Action" (Journey Salesforce Get Lead By Email). The "Data Action" field is circled in red, and a red warning message "The selected data action could not be found." is displayed below it. The "Inputs" section shows "EMAIL" with a value of "Flow.customerEmail". The "Success Outputs" section shows "Id" with a value of "A Flow.leadid".

Predefined data actions work in the Genesys Predictive Engagement development environment. To make them work in your environment, update the referential integrity constraints.

For each data action, do the following:

1. In the workflow, select a data action with a red border. (Red signifies the referential integrity problem.)
2. Under **Data Action**, select the name of the corresponding data action.
3. Repeat these steps for every data action with a red border.