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Genesys Predictive Engagement Administrator's Guide

Configure and deploy Genesys Messenger

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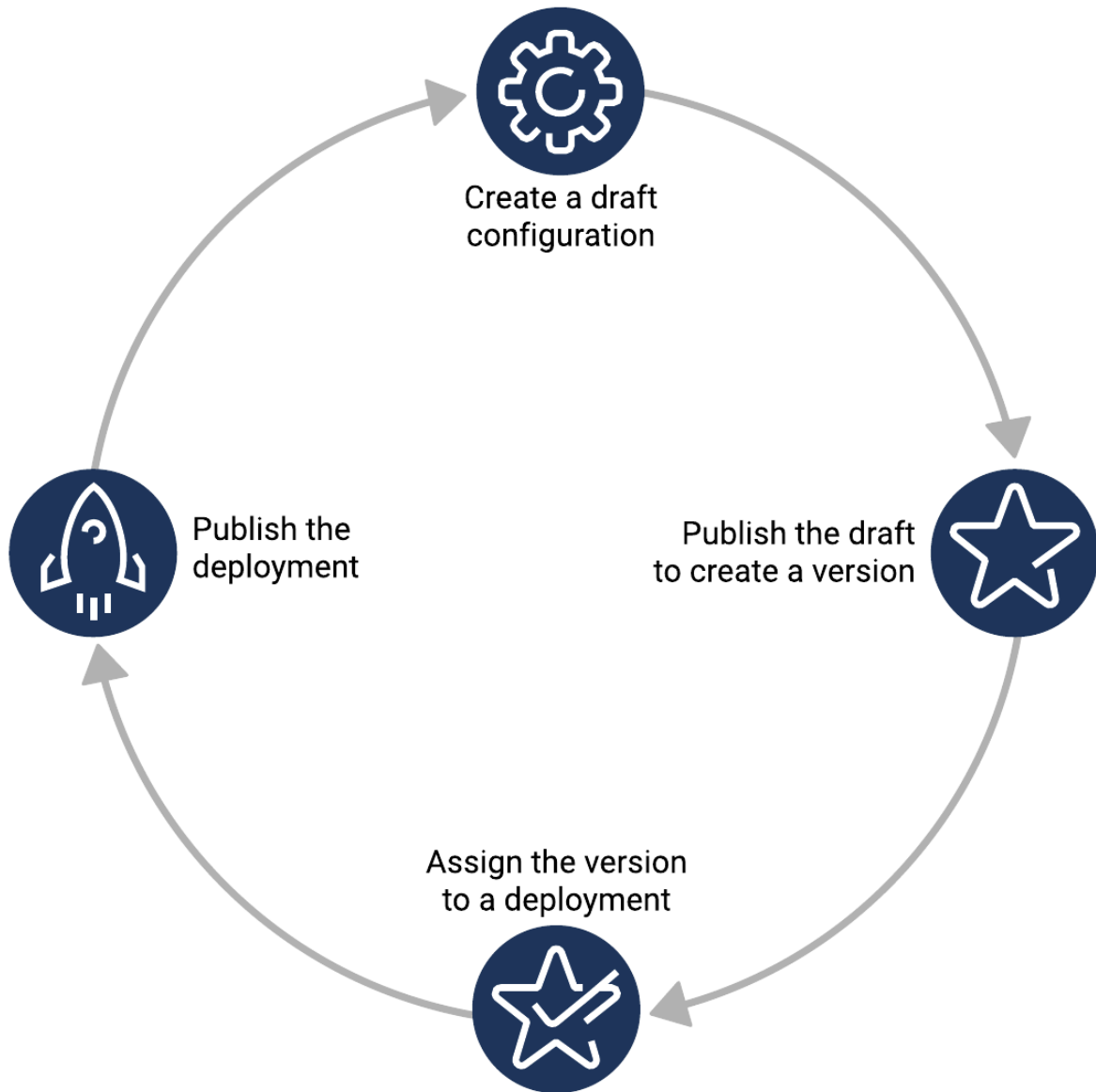
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Learn how to configure and deploy Genesys Messenger to your website.

Related documentation:

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Configuration and deployment overview



To use web messaging on your website, configure a Messenger window and deploy it to your website. Messenger allows website visitors to interact with bots and agents.

You can create multiple configurations and then choose which one to deploy. For example, if you have multiple domains, you might want to assign a different configuration to each domain, or assign the same configuration to all your domains. Or, you might want to have a different configuration for specific situations, such as holidays.

You can configure and deploy Messenger through Genesys Cloud CX (preferred

method), or developers can configure and deploy Messenger using public REST APIs and the Messenger JavaScript SDK. For more information about how developers can configure and deploy Messenger, see [Get started with web messaging in the Genesys Cloud CX Developer Center](#).

Define the Messenger window appearance

Name*

Description

Appearance

Apps

Launch Messenger

Display the button that launches Messenger.

Launcher Visibility

- On** (default): launcher button will always be visible
- Off**: launcher button is disabled, in case you want to use your own launcher
- On Demand**: launcher button is turned off initially and becomes visible when triggered by business logic

Style your Messenger

Align the appearance of your Messenger with your brand.

Primary Color

Choose the color for selected Messenger elements.



Localize your Messenger

Choose the languages supported by your business.

Supported Languages*

Messenger tries to use the best language for each end user, based on their browser settings.

Default Language*

If Messenger does not support the user's preferred language, it uses this language.

Save Draft

Save New Version

Cancel

Define the appearance of the Messenger window in Genesys Cloud CX. For more information, see [Configure Messenger in the Genesys Cloud CX Resource Center](#).

For more information about how developers can configure Messenger, see the following in the [Genesys Cloud CX Developer Center](#):

- [Configure Messenger](#)
- [Messenger JavaScript SDK](#)

Define the messaging experience

The screenshot shows a configuration page with the following elements:

- Name***: A text input field with the placeholder text "Give a name to your configuration".
- Description**: A text input field.
- Appearance** and **Apps**: Two tabs, with "Apps" currently selected.
- Conversations**: A section header.
- Refine the messaging experience.**: A sub-header.
- File Attachments**: A section header.
- Enable attachments from end-users.**: A text label.
- Images**: A section header.
- JPG, PNG, GIF**: A text label.
- Allow**: A toggle switch, currently turned on.
- Customer Journey Insights**: A section header.
- Capture end-user's journey data for actionable insights.**: A sub-header.
- Track customer journey data**: A section header.
- Enable Messenger to collect data about end-user activity on your website.**: A toggle switch, currently turned off.

Define the messaging experience in Genesys Cloud CX and then save the configuration as a new version. For more information, see [Configure Messenger in the Genesys Cloud CX Resource Center](#).

Important

To track journey data for visitors to your website, turn on **Track customer journey data**.

For more information about how developers can configure Messenger, see the following in the Genesys Cloud CX Developer Center:

- [Configure Messenger](#)
- [Messenger JavaScript SDK](#)

Create a Messenger deployment

Name*

Description

Select your configuration*
Assign an existing Messenger configuration to this deployment.

Select Assignment

Restrict domain access
List your trusted domains where Messenger can run.
 Allow all domains

Add Domain

Apply your business logic*
Select a published inbound message flow to trigger bots or connect end users with agents.

Assignment

Messenger Name	Version Selected	
Genesys Demo Sidebar	Select	>
Genesys Demo	Select	>
Generic Demo	Select	>

Save
Cancel

After saving a version of the Messenger configuration, create a deployment in Genesys Cloud CX and assign the configuration to it. Then, deploy the Messenger snippet to your website. You can deploy the snippet manually or using Google Tag Manager. For more information, see [Deploy Messenger in the Genesys Cloud CX Resource Center](#).

Tip

Use Live Now to verify that Genesys Predictive Engagement is tracking events.

Important

You can have multiple active deployments; however, you can only have one active deployment per domain.

For more information about how developers can deploy Messenger, see [Deploy Messenger](#) in the Genesys Cloud CX Developer Center.