



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Predictive Engagement Administrator's Guide

[Third-party integrations overview](#)

---

## Contents

- [1 Feature description](#)
- [2 Process overview](#)

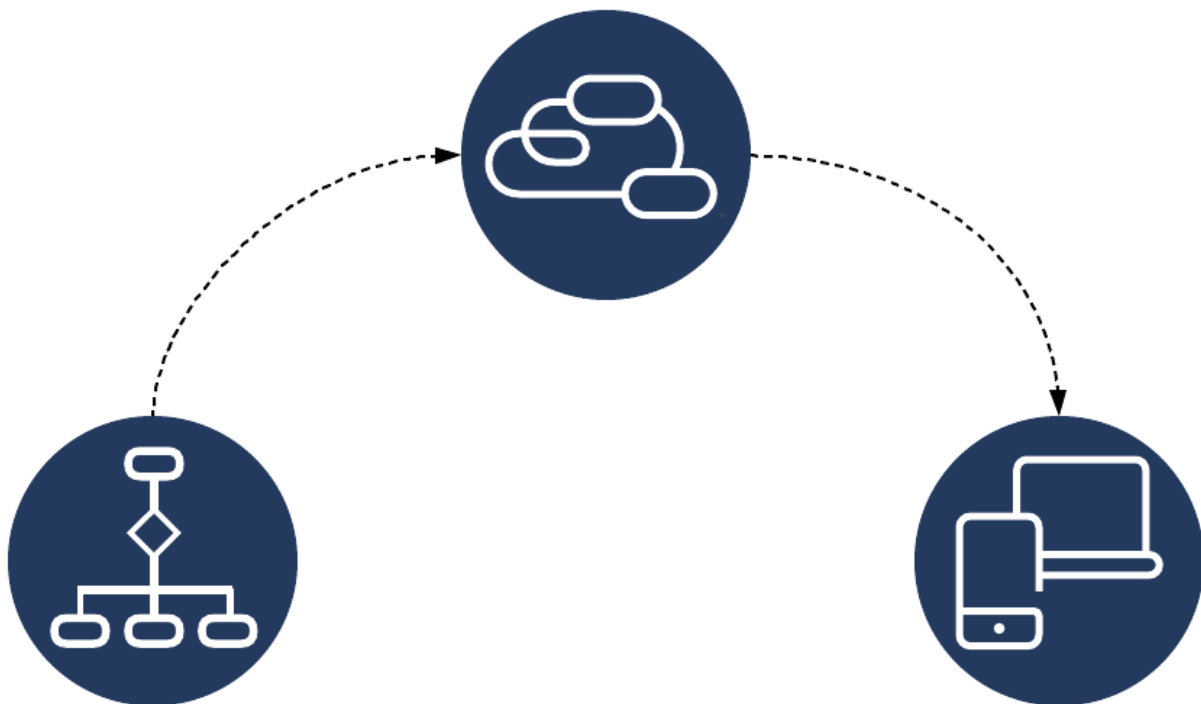
---

Learn how to integrate Genesys Predictive Engagement with an external system using an Architect workflow, which is a webhook that provides real-time feeds.

**Related documentation:**

- 
- 
- 
- 
- 

## Feature description

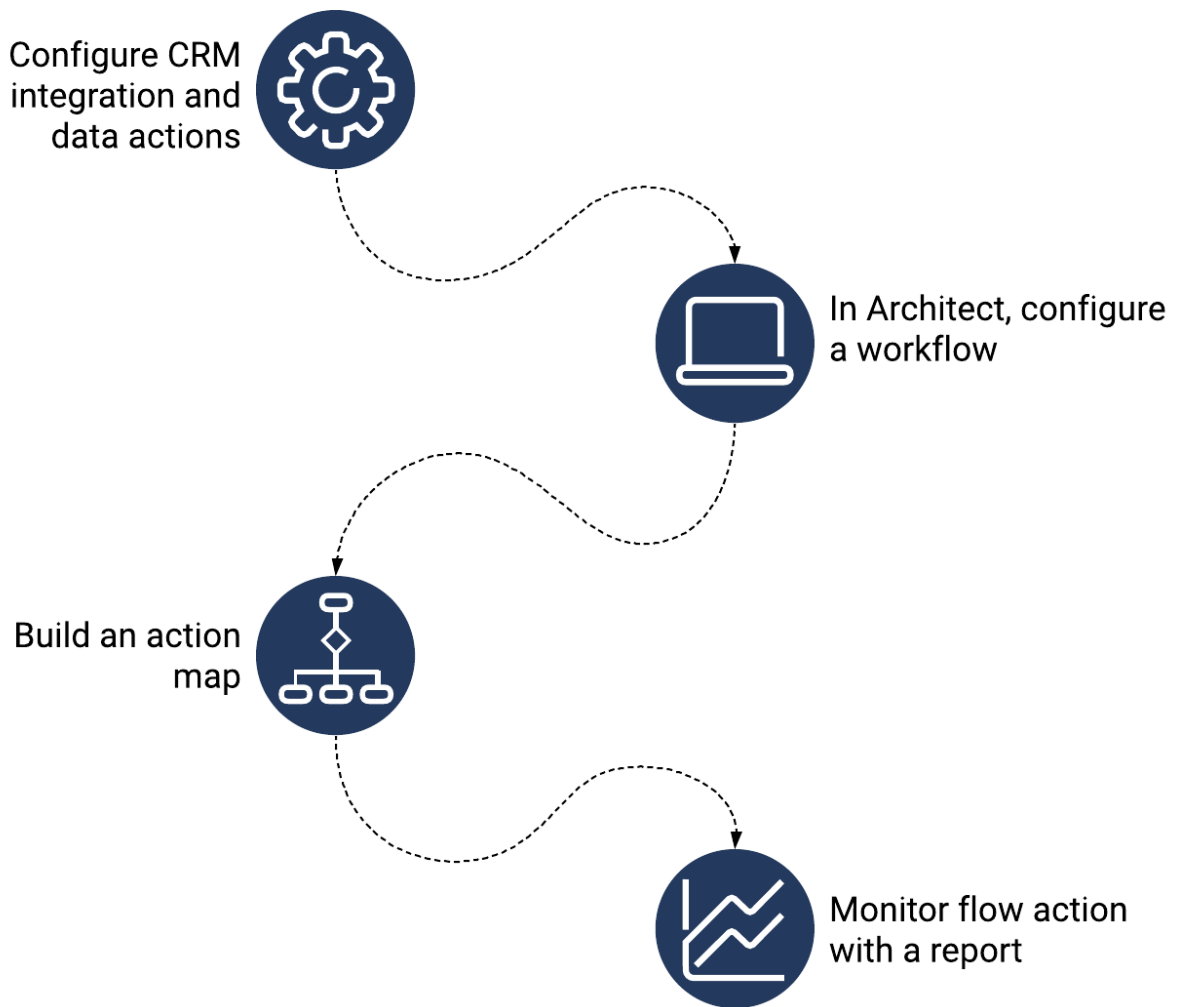


Use an Architect flow action to send journey context data to third-party systems using a special type of Architect workflow. For example, you can send information about campaign contacts to Salesforce or another CRM.

---

For more information about using Architect flow actions in a secure and compliant manner, see [About security and compliance](#).

## Process overview



1. Prepare a Genesys Cloud CX integration and prepare the Genesys Cloud CX data actions.
2. In Genesys Cloud CX Architect, configure a workflow.
3. In Genesys Predictive Engagement, create an action map that uses an Architect flow action.
4. Monitor your Architect flow action with a report.

For specific integrations, see the following:

- 
- Salesforce Lead Creation and Campaign Attribution integration