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Genesys Predictive Engagement Administrator's Guide

Prepare Genesys Cloud CX components

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Prepare a Genesys Cloud CX integration and data actions for use with an Architect flow action.

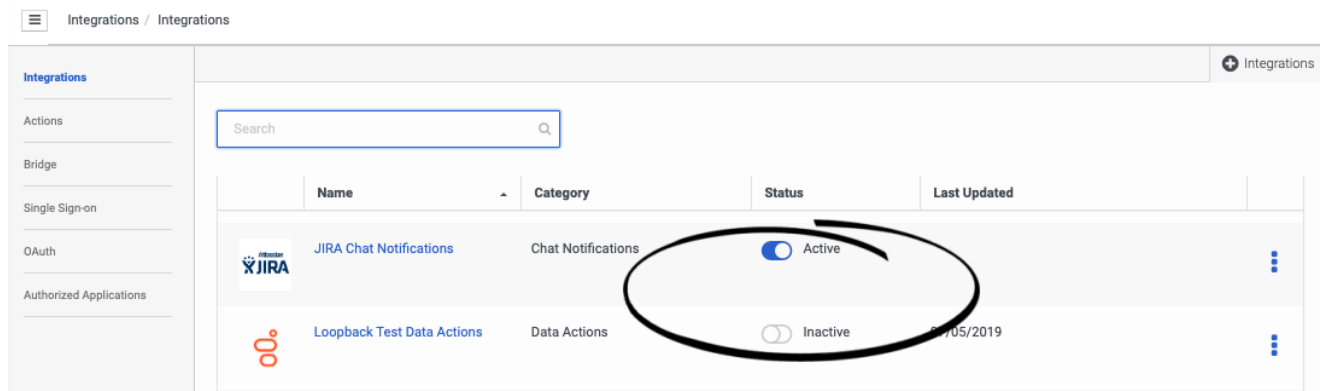
Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud CX:
 - **Integrations > Integration > Add, Delete, Edit, View**
 - **Integrations > Action > Add, Delete, Edit, Execute, View**

Prepare a Genesys Cloud CX integration

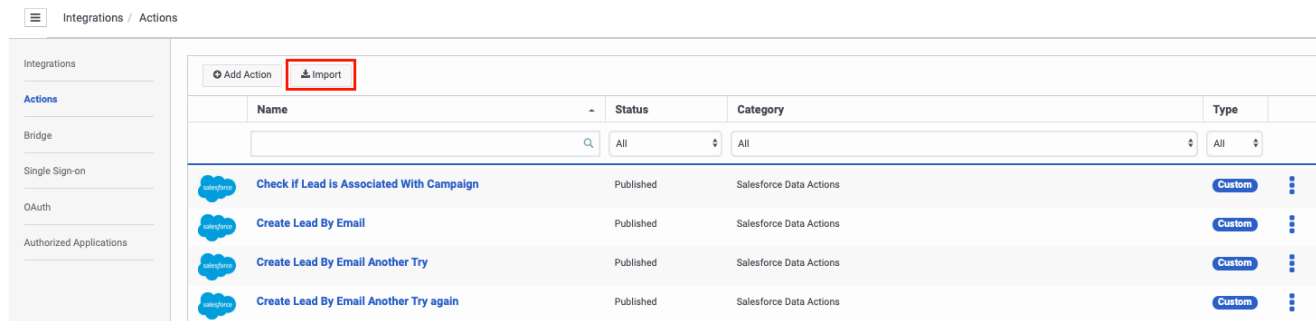


Before you configure an action map to use an Architect flow action, install and configure an integration in Genesys Cloud CX:

- Required integration for Salesforce Lead Creation and Campaign Attribution integration

When you first install a Genesys Cloud CX integration, it has an active status. The integration must remain active for a Genesys Predictive Engagement Architect flow action to use it. To verify the status, check the setting of the **Status** toggle on the main Integrations page.

Prepare the Genesys Cloud CX data actions



Integrations / Actions

Integrations

Actions





Bridge

Single Sign-on

OAuth

Authorized Applications

◊ Add Action **Import**

Name	Status	Category	Type
 Check If Lead is Associated With Campaign	Published	Salesforce Data Actions	Custom
 Create Lead By Email	Published	Salesforce Data Actions	Custom
 Create Lead By Email Another Try	Published	Salesforce Data Actions	Custom
 Create Lead By Email Another Try again	Published	Salesforce Data Actions	Custom

1. Import the necessary data actions for your integration:
 - Required data actions for the Salesforce Lead Creation and Campaign Attribution integration
2. Associate the data actions with your integration and configure them. The configuration options for the data action are specific to the data action itself. For more information about possible configuration options, see [Data actions on the About Integrations page](#).
3. Save and publish your data actions.

Important

When you use predefined data actions as part of a Predictive Engagement solution, do not modify them.

Tip

Your Genesys Cloud CX organization can have 15 requests per second per data action. If you anticipate a higher volume of requests, contact Professional Services.