

Genesys Predictive Engagement Administrator's Guide

Configure an Architect flow action map

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Contents

- 1 Configure an action map to use an Architect flow
- 2 Select the Architect flow action
- 3 Select an Architect Flow
- 4 Override default variables
- 5 Configure the activation time and duration
- 6 Go-live checklist

Configure an action map to use an Architect flow action.

Related documentation:

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Prerequisites

- Configure the following permissions in Genesys Cloud:
 - **Architect > Flow > Search** (to select an Architect flow action for an action map)
 - **Journey > Event Type > View** (to configure an action map with an event trigger)
 - **Journey > Action Map > Add, Delete, Edit, and View**

Configure an action map to use an Architect flow

Engagement > Action Maps > Create action map Cancel Save Save and close

Name *
Book hotel room

Select trigger *
What is going to trigger the action map? Selected 0 segments **Segment match** User activity
[Show details](#)

Select action *
What action is this action map going to activate? Webchat Configure
[Show details](#)

After you prepare an Architect flow, create an action map to use the Architect flow.


Important

Action maps configured to trigger an Architect flow on visitor activity alone trigger as many times per session as the visitor activity occurs. For all other trigger conditions, the Architect flow only triggers once per session when the conditions are first satisfied.


Select the Architect flow action

✕


Select action type




Webchat i



Web messaging i



Content offer i



Architect flow i

Cancel

Next

Select an Architect Flow

Select architect flow ⓘ

Search

Name
Update Customer Delight Record
Workflow in GPE

Back Next

Select the Architect flow to use with this action map. For more information about creating flows, see Prepare Architect components.

Override default variables

Review variables of Update Customer Delight Record

Name	Value	Action
Flow.externalContactId	NOT_SET	
Flow.message	NOT_SET	
Flow.insurancePolicyNumber	NOT_SET	
Flow.carRegistration	NOT_SET	
Flow.claimType	NOT_SET	

Flow.message

Name
Flow.message

Description
No description

Initial value
NOT_SET

Override the initial value for this action map

New value

- Session ID
- Static value
- Session ID**
- External Contact ID

Override

Each data action that the Architect flow calls contains variables that are not set by default. These variables are placeholders that you can populate with visitor-specific data. For more information, see, [Overrides for Salesforce Lead Creation and Campaign Attribution integration](#).

Configure the activation time and duration



Action summary

Name:

Update Customer Delight Record

Override the following variable values:

Activation time:

Immediately

On return to site

Time range:

From

End date

Back

Finish

Specify when to activate the Architect flow action and the time period during which to use it.

- **Activation time**
 - **Immediately:** Activate the Architect flow action as soon as a visitor arrives on your website.
 - **On return to site:** Activate the Architect flow action when a visitor returns to your website.
- **Time range:** Time period to use the Architect flow action. To use the Architect flow action indefinitely, don't specify an end date.

Go-live checklist



When you are ready to go live with your integration, verify the following items:

- In Genesys Predictive Engagement, is the action map that uses the Architect flow action active?
- In Genesys Cloud:
 - Is the Genesys Cloud integration assigned to the Architect flow action active?
 - Are the Genesys Cloud data actions published?
- In Architect, is the workflow saved and published?