



Altocloud

Integration with Genesys Widgets

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Altocloud integrates with Genesys to initiate web chats with website visitors.

About the integration

Altocloud uses Genesys Widgets to start predictive engagement web chats with website visitors.

Prerequisites

In order for Altocloud to start web chats, you must configure Genesys Widgets on the host website. For more information about Genesys Widgets, see [Genesys Widgets](#).

Updates to the userData object

For each engagement that Altocloud triggers, Altocloud adds the following properties to the widget's **userData** object. The **userData** object allows Altocloud to render journey-specific user interfaces on an agent's desktop.

Property Name	Description
_actActionMapId	The Altocloud Action Map ID for the engagement
_actCustomerId	The Altocloud ID value for the visitor to the site
_actCustomerIdType	The Altocloud ID type of Customer ID
_actVisitId	The Altocloud Visit ID of the current web session
_target	The suggested target expression exposed to routing logic downstream
isProactive	Flag which identifies the engagement as an Altocloud engagement

Important

If the host site contains a property with a similar name, the Altocloud value overwrites it.