Genesys Multicloud CX User Guide

Integration

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Contents

Describes Genesys Multicloud CX Integration.

Genesys Multicloud CX includes many capabilities which make integration and customization of your contact center faster and easier.

Supported APIs

WWE Service Client API

The WWE Service Client API enables developers to create custom agent applications that integrate with Genesys Multicloud CX services. These applications can include features such as state management, call control, supervisor monitoring, and call recording.

Genesys Multicloud CX Provisioning API

Configure tenant environment, create users, and retrieve configuration data.

Genesys Multicloud CX Statistics API

Create a subscription for multiple statistics and receive notifications when values of those statistics change.

Genesys Multicloud CX Workspace APIs for Voice and Chat

Develop your own custom agent applications that integrate with Genesys Voice and Chat.

Genesys Engagement Services (GES) APIs

GES APIs support your mobile applications and can be used to query Genesys Multicloud CX for Estimated queue wait time, Hours of Operation, Available Timeslot, and Create/Query/Cancel Callback.

Task Routing

Task Routing allows you to implement a single orchestrated routing platform for all interaction types. You can use our REST API from your on-premises or cloud application to submit interactions to Genesys Multicloud CX. The Task Routing API also supports 'get info' and updating attached data.

Bulk Data Export – WFM, Infomart, and Interaction Recordings

The Genesys Multicloud CX service includes the ability to provide data export services for integration into your on-premises system of records solutions. This includes the ability to export and integrate data collected from:

- Agent, Queue, Call Flow, and Interaction metrics across all channels (Historical Data Feed)

- Genesys Multicloud CX Workforce Management (WFM ETL)*

- Voice and Screen recordings and metadata (Recording Call Backup Service (RCBS), used in conjunction with GIR)*

- Voice Recordings (Recording Connector)**

- QM evaluations and GIA categories (QM&GIA Data Export)*

Data exports are automated and can be downloaded based on the customer-preferred schedule.

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*Genesys CX on AWS only.

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AppFoundry

The Genesys AppFoundry marketplace makes it easier for our Genesys Multicloud CX customers to access extended solutions built specifically for vertical and business needs. With AppFoundry, the broad community of Genesys Multicloud CX customers can easily find custom contact centers and customer experience applications available from third parties.