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Genesys Task Routing Administrator's Guide

Integrate third-party applications

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Learn to submit workitems to Genesys from a third-party application using the Genesys Task Routing API and the Service Client API.

Related documentation:

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A third-party application can interact with Genesys Task Routing through the Genesys Task Routing API and the Service Client API.

You'll need to develop a third-party system adapter that can create and stop workitems using the Genesys Task Routing API. It should also update and retrieve information about a workitem, if needed.

The typical workflow is as follows:

1. The third-party application creates a workitem through the Genesys Task Routing API.
2. The third-party application updates and/or retrieves the interaction through the Genesys Task Routing API (if needed).
3. The third-party application stops the interaction.

There are two ways for the third-party application to stop an interaction:

- Implicit (recommended) — stop by invoking Mark Done using the Service Client API. For this method, complete the following steps:
 1. Set up Agent Workspace to use the API.
 2. Disable the Mark Done button in Agent Workspace and instead invoke Mark Done through the Service Client API.
 3. You can also use the Service Client API to set the Disposition Code.
- Explicit — stop by using the Genesys Task Routing API. This requires additional configuration from your Genesys representative.

A sample application that demonstrates using the Genesys Task Routing API and the Service Client API is also available through your Genesys representative.

Configure screen pop-up for all media types

You can configure Genesys Task Routing to enable a third-party application screen pop-up inside Agent Workspace when an agent accepts a task. This approach works well when an agent is handling only workitems. See the Agent Setup documentation for details.

Configure screen pop-up for only workitems

You can configure Genesys Task Routing to enable a third-party application screen pop-up inside Agent Workspace when an agent accepts a task. This approach works well when an agent handles multiple media types and the third-party pop-up should only happen for workitems. You'll need to work with your Genesys representative to configure this approach.