

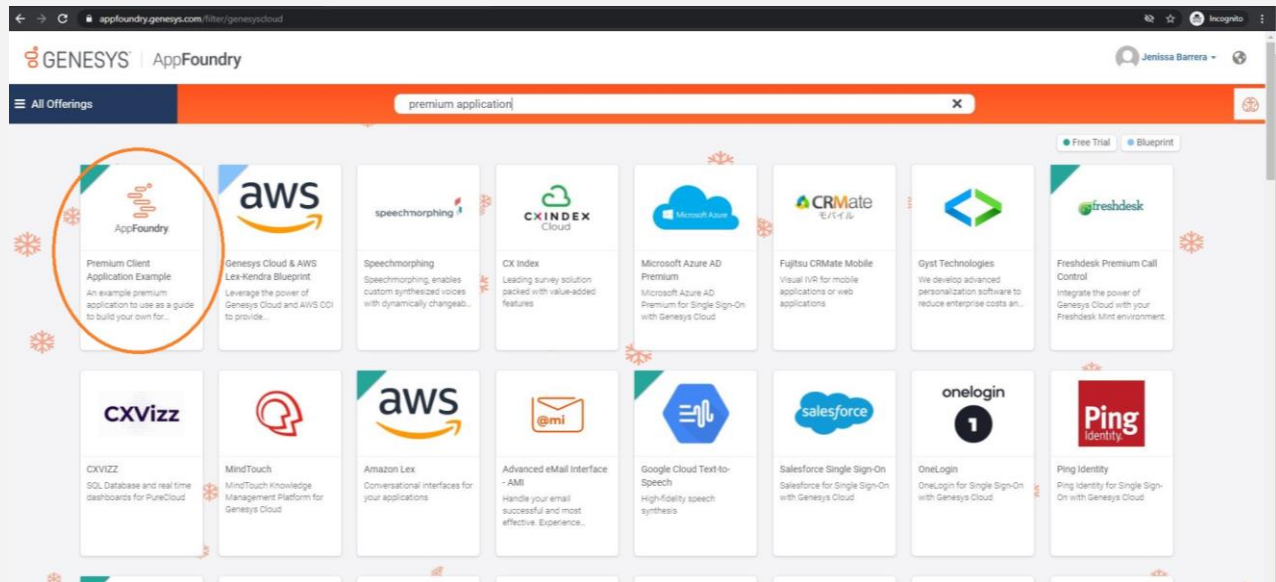
# How to Enable Premium Application & Transition to an Actual Premium Application



# How to Enable Premium Application

# How to Enable Premium Application

1. Go to <https://appfoundry.genesys.com/> and sign in.
2. On the search bar, type in Premium Application. Then, click on the Premium Application Example card.



# How to Enable Premium Application

3. Click the Free Trial button to enable the Premium Application on your Genesys Cloud Org.

The screenshot shows the Genesys AppFoundry interface. At the top, the Genesys logo and 'AppFoundry' are displayed. Below this is a navigation bar with 'Genesys Cloud / Search Results / Premium Client Application Example'. The main content area features the AppFoundry logo and a section titled 'Premium Client Application Example' with a description: 'This Genesys-developed sample premium application, along with its source code on GitHub, can be used to help you develop your own premium application installer for the Genesys AppFoundry'. Below this is a tabbed interface with 'Description', 'Pricing', and 'Product Details' tabs. The 'Description' tab is active, showing a paragraph about the sample premium application and its source code availability on GitHub. Below the text is a diagram titled 'Installation' showing a four-step process: START, CUSTOM SETUP, INSTALL, and SUMMARY. The 'INSTALL' step is highlighted with a red circle. On the right side of the page, there is a sidebar with a 'Free Trial' button, a 'Contact Us' button, and a section for 'Additional Information' including links for 'Terms and Conditions' and 'Help Documentation'.

GENESYS | AppFoundry

Genesys Cloud / Search Results / Premium Client Application Example

**AppFoundry**

**Premium Client Application Example**  
This Genesys-developed sample premium application, along with its source code on GitHub, can be used to help you develop your own premium application installer for the Genesys AppFoundry

**Description** Pricing Product Details

The Genesys AppFoundry team has developed a sample premium application along with its corresponding source code available on GitHub (see Help Documentation) to help Genesys AppFoundry Partners bootstrap their development of premium applications for Genesys Cloud.

**Installation**

START CUSTOM SETUP INSTALL SUMMARY

**Free Trial**

**Contact Us**

**Author** Genesys  
**Selling Party** Genesys Subscription


**Additional Information**  
[Terms and Conditions](#)  
[Help Documentation](#)

# How to Enable Premium Application

4. On your Genesys Cloud Org, go to Admin.
5. On the Integrations section, click Integrations.

Overview / Admin Home

## Genesys Cloud Admin

Search 

<b>Account Settings</b>	<b>People &amp; Permissions</b>	<b>Directory</b>	<b>Integrations</b>
<a href="#">Subscription</a>	<a href="#">Authorized Organizations</a>	<a href="#">External Contacts</a>	<a href="#">Bridge</a>
<a href="#">Genesys Add Ons</a>	<a href="#">People</a>	<a href="#">Groups</a>	<a href="#">Integrations</a>
<a href="#">Organization Settings</a>	<a href="#">Roles / Permissions</a>	<a href="#">Locations</a>	<a href="#">Actions</a>
	<a href="#">Divisions</a>	<a href="#">Profile Fields</a>	<a href="#">Single Sign-on</a>
			<a href="#">OAuth</a>
			<a href="#">Authorized Applications</a>
<b>Documents</b>	<b>Telephony</b>	<b>Genesys Cloud Voice</b>	<b>Contact Center</b>
<a href="#">Workspaces</a>	<a href="#">Topology</a>	<a href="#">Number Management</a>	<a href="#">Analytics</a>

# How to Enable Premium Application

6. The **Premium Client Application** should be added in the list of Integrations.

7. Click the **Premium Client Application** to see how it is configured.

Integrations / Integrations

Integrations

Actions


Bridge

Single Sign-on

OAuth

Authorized Applications

premium

	Name	Category	Status	Last Updated
	Premium Client Applicatio...	Client Apps	<input checked="" type="checkbox"/> Active	05/28/2020

# How to Enable Premium Application

8. **(Optional)** Click the Configuration tab, then click on the Select Groups button on the Group Filtering section. Then, select a group and click Save once done.

9. Click the Save button on the lower left side to save the configuration.

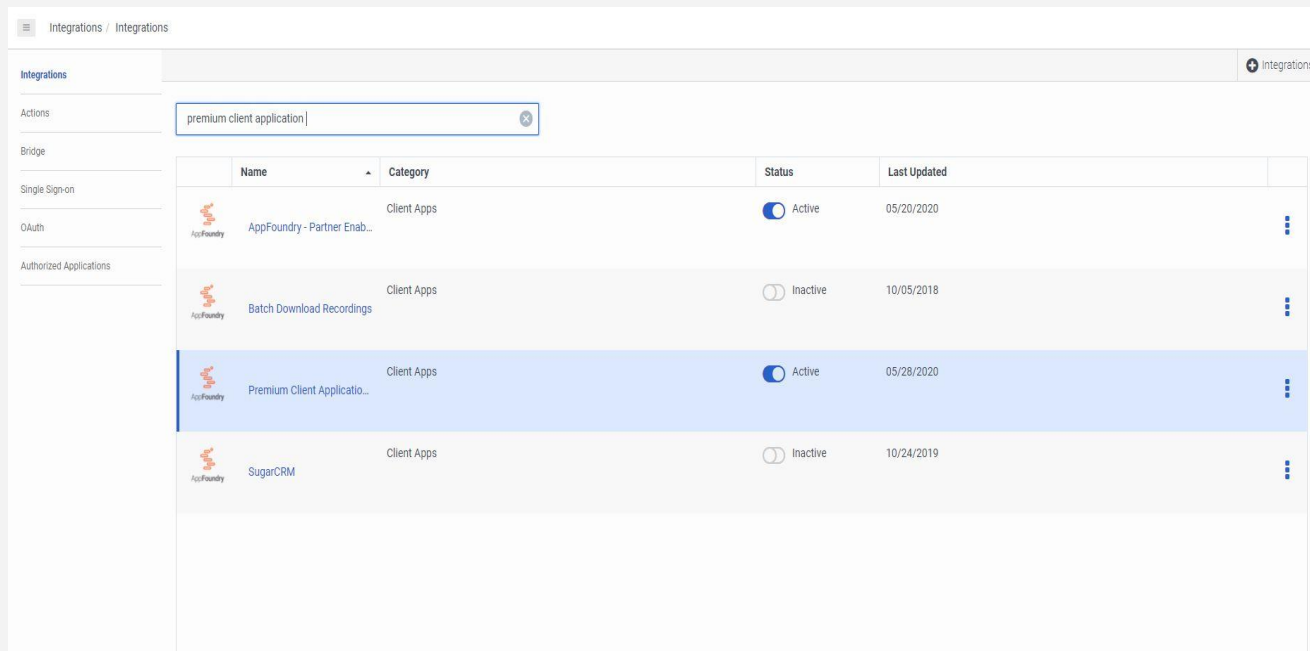
Note: Please make sure that this group only consists of members permitted to access the Premium Client Application Example. Don't forget to include yourself.

The screenshot displays the 'Configuration' tab of the 'AppFoundry Workflow' configuration page. The 'Group Filtering' section is highlighted, showing a description: 'Limit visibility of permissioned users to selected groups. Leaving blank will allow visibility for all users in this integration's defined permissions.' A 'Select Groups' button is circled in orange. A modal dialog titled 'Select Groups' is open, showing the same description and a search bar with 'AppFoundry Workflow' entered. The 'Save' button in the modal is also circled in orange. At the bottom left of the configuration page, the 'Save' button is circled in orange.

# How to Enable Premium Application

10. Go back to Integrations and search for Premium Client Application Example.

11. The Premium Client Application Example tab should be available on the integration list. Make sure to toggle the status to Active to see the Premium Application on the integration list. Refresh the page once done.



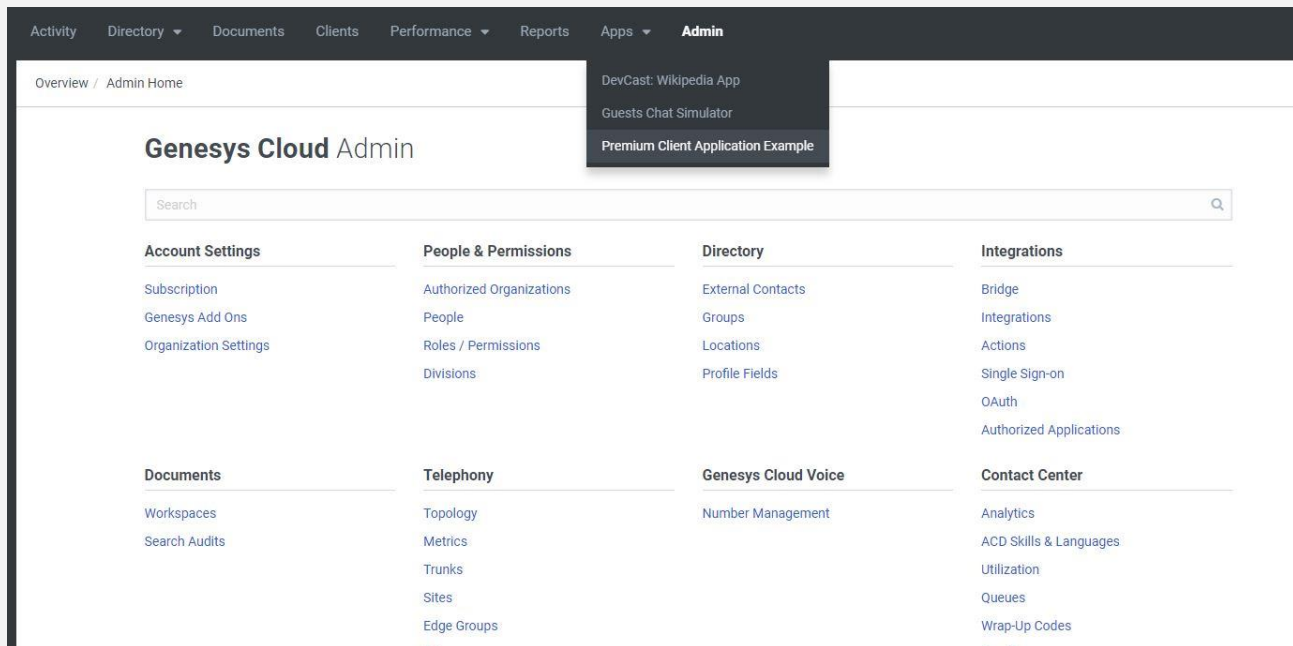
The screenshot shows the Genesys Integrations interface. On the left, there is a sidebar with navigation links: Integrations, Actions, Bridge, Single Sign-on, OAuth, and Authorized Applications. The main area displays a table of integrated applications. A search bar at the top of the table contains the text 'premium client application'. The table has columns for Name, Category, Status, and Last Updated. The 'Premium Client Application' is highlighted in blue and has its status set to 'Active'.

Name	Category	Status	Last Updated
AppFoundry - Partner Enab...	Client Apps	Active	05/20/2020
Batch Download Recordings	Client Apps	Inactive	10/05/2018
Premium Client Applicatio...	Client Apps	Active	05/28/2020
SugarCRM	Client Apps	Inactive	10/24/2019



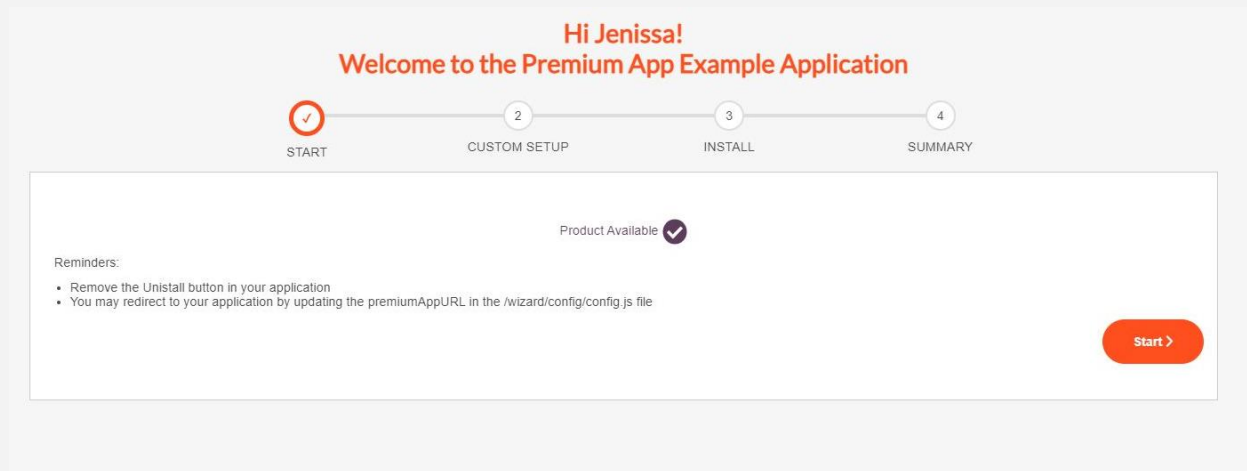
# How to Enable Premium Application

12. On the Apps menu, click on the Premium Client Application Example for the installation of the Premium Application.



# How to Enable Premium Application

13. Click the Start button and proceed to the next steps until the installation is done.




# How to Transition from Using the Premium Example App to an ACTUAL Premium App

# How to Transition from Using the Premium Example App to an ACTUAL Premium App

1. Go to Genesys Cloud Admin and click Integrations on Integrations section. Once done, click on the + Integrations button on the upper right side.

Overview / Admin Home






## Genesys Cloud Admin

Search 

Account Settings	People & Permissions	Directory	Integrations
<a href="#">Subscription</a>	<a href="#">Authorized Organizations</a>	<a href="#">External Contacts</a>	<a href="#">Bridge</a>
<a href="#">Genesys Add Ons</a>	<a href="#">People</a>	<a href="#">Groups</a>	<a href="#">Integrations</a>
<a href="#">Organization Settings</a>	<a href="#">Roles / Permissions</a>	<a href="#">Locations</a>	<a href="#">Actions</a>
	<a href="#">Divisions</a>	<a href="#">Profile Fields</a>	<a href="#">Single Sign-on</a>
			<a href="#">OAuth</a>
			<a href="#">Authorized Applications</a>
Documents	Telephony	Genesys Cloud Voice	Contact Center
<a href="#">Workspaces</a>	<a href="#">Topology</a>	<a href="#">Number Management</a>	<a href="#">Analytics</a>

# How to Transition from Using the Premium Example App to an ACTUAL Premium App

2. The list of available integrations will be displayed. Click Install on the Premium Client Application Example card.

<p>Integrate Google Dialogflow chatbots into Genesys...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	<p>mobile and messaging channels from PureCloud...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	<p>via iframe in the Agent UI.</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	<p>notifications to PureCloud group chat rooms from you...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	<p>notifications to PureCloud group chat rooms from you...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>
 <p><b>NUANCE</b></p> <p>Nuance TTS</p> <p>Access Enterprise-level Text-to-Speech for humanlike interactions</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	 <p><b>pagerduty</b></p> <p>PagerDuty Chat Notifications</p> <p>Sends automated notifications to PureCloud group chat rooms from you...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	 <p><b>Pivotal Tracker</b></p> <p>Pivotal Tracker Chat Notifications</p> <p>Sends automated notifications to PureCloud group chat rooms from you...</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	 <p><b>AppFoundry</b></p> <p>Premium Client Application Example</p> <p>An example Premium Client App demonstrating AppFoundry best practices</p> <p><a href="#">Install</a> <a href="#">Details</a></p>	 <p><b>Private Genesys Cloud</b></p> <p>Private Genesys Cloud Embeddable Framework</p> <p>Integrates the Genesys Cloud embedded client into your systems or tools.</p> <p><a href="#">Install</a> <a href="#">Details</a></p>

# How to Transition from Using the Premium Example App to an ACTUAL Premium App

5. On the Configuration tab, look for the Application URL field. Then, put in the URL where your application is hosted. Make sure to select standalone as the Application Type.

The screenshot displays the 'Configuration' tab of a PureCloud interface. On the left, a sidebar contains 'Properties', 'Advanced', and 'Credentials'. The 'Properties' section is active, showing a table of configuration properties. The 'Application URL' field is highlighted in blue and contains the URL 'https://genesysappfoundry.github.io/partner-enablement-tools/org-provisioning/index.html'. The 'Application Type' dropdown is set to 'standalone'. Other visible properties include 'Application Category', 'Iframe Sandbox Options' (set to 'allow-scripts,allow-same-origin,allow-forms,allow-modals'), and 'Group Filtering' (set to 'Select Groups'). At the bottom, there are 'Save' and 'Cancel' buttons.

Property Name	Value
<b>Application URL *</b> The URL of the Application PureCloud should load.	https://genesysappfoundry.github.io/partner-enablement-tools/org-provisioning/index.html
<b>Application Type *</b> Dictates the way the application will appear and function inside of PureCloud	standalone
<b>Application Category</b> Tailors application behavior to a specialized purpose.	
<b>Iframe Sandbox Options</b> Comma-separated list of limited HTML5 iframe sandbox options to control application permissions	allow-scripts,allow-same-origin,allow-forms,allow-modals
<b>Group Filtering</b> List of Groups whose members can see this application. Hidden if no group is selected.	Select Groups

# How to Transition from Using the Premium Example App to an ACTUAL Premium App

6. (Optional) On the Group Filtering section, click the Select Groups button. Then, choose a group and click Save once done.

7. Click the Save button on the lower left side to save the configuration.

Note: Please make sure that this group only consists of members permitted to access the Sample Application. Don't forget to include yourself.

The screenshot displays the 'Configuration' tab of a PureCloud interface. On the left sidebar, the 'Properties' section is active. The main content area shows the 'Properties' configuration for a group. The 'Group Filtering' section at the bottom is highlighted with an orange circle, and its 'Select Groups' button is also circled in orange. A modal dialog titled 'Select Groups' is open, showing the 'Group Filtering' section with a search bar containing 'AppFoundry Workflow' and 'Save'/'Cancel' buttons. The 'Save' button in the bottom left of the configuration page is also circled in orange.

Details Configuration Support

Properties Advanced Credentials

Properties

Add Property

Property Name

Application URL \*

The URL of the Application PureCloud should load

Application Type \*

Dictates the way the application will appear and function inside of PureCloud

Application Category

Tailors application behavior to a specialized purpose.

Iframe Sandbox Options

Comma-separated list of limited HTML5 iframe sandbox options to control application permissions

allow-scripts,allow-same-origin,allow-forms,allow-modals

Group Filtering

Limit visibility of permissioned users to selected groups. Leaving blank will allow visibility for all users in this integration's defined permissions.

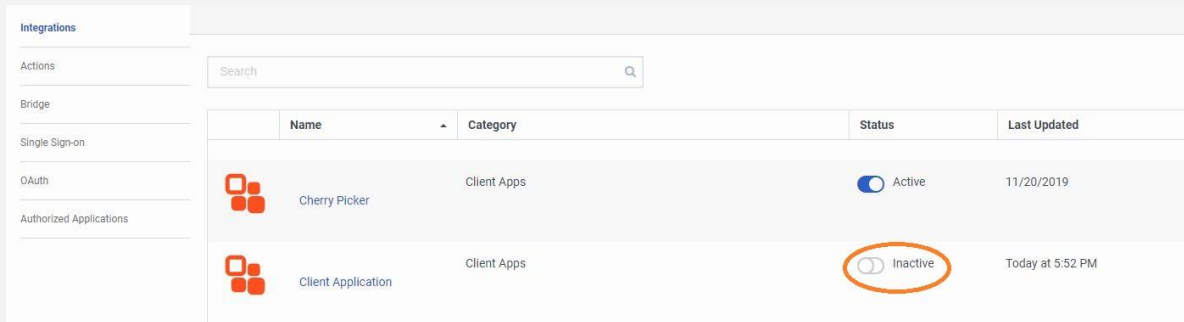
Select Groups

Save Cancel





# How to Transition from Using the Premium Example App to an ACTUAL Premium App

8. On the Integrations, select the Client Application on the list and toggle the status to Active.

9. Refresh the page once done.



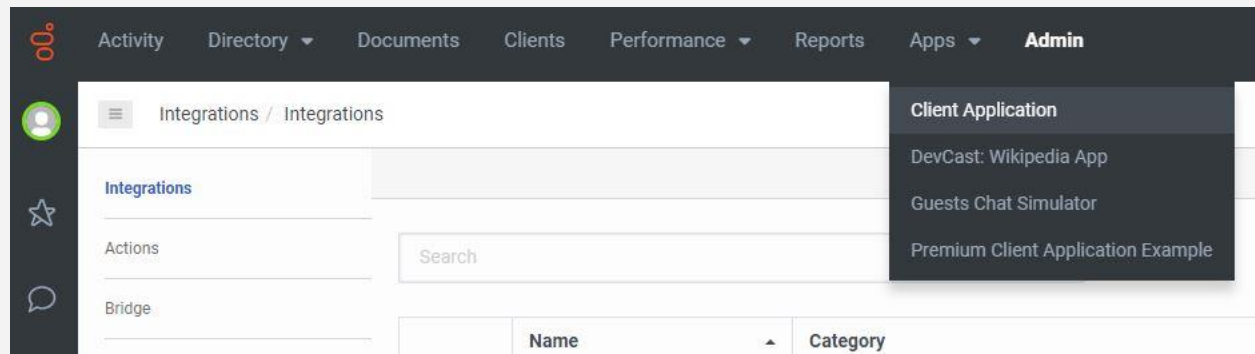
The screenshot shows the 'Integrations' page with a sidebar on the left containing links: Actions, Bridge, Single Sign-on, OAuth, and Authorized Applications. The main content area features a search bar and a table with the following columns: Name, Category, Status, and Last Updated.

Name	Category	Status	Last Updated
 Cherry Picker	Client Apps	 Active	11/20/2019
 Client Application	Client Apps	 Inactive	Today at 5:52 PM



# How to Transition from Using the Premium Example App to an ACTUAL Premium App

10. The name of the application should now reflect on the Apps menu.



# FAQs



# Why Can't I See the Apps Menu?

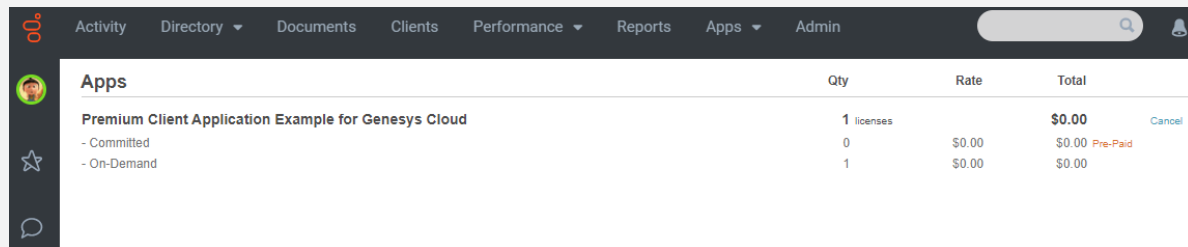
- ✓ Make sure to refresh your browser after your Premium Application has been activated.
- ✓ You should have the **integration > examplePremiumApp > All Permissions** assigned to your Role.

The screenshot shows the 'Role Details' page with the 'Permissions' tab selected. On the left sidebar, there are links for 'People', 'Roles / Permissions', 'Authorized Organizations', and 'Divisions'. The main content area shows a 'Show:' filter set to 'All Permissions'. A table lists permissions with columns for 'Permission', 'Description', 'License', and 'Condition'. A search bar at the top of the table contains the text 'integration'. Two permissions are listed: 'integration > examplePremiumApp > All Permissions' (checked) and 'integration > examplePremiumApp > View' (unchecked).

Permission	Description	License	Condition
<input checked="" type="checkbox"/> integration > examplePremiumApp > All Permissions	Assigns all examplePremiumApp permissions, including any future permissions	AppFoundry - Example Premium App	
<input type="checkbox"/> integration > examplePremiumApp > View	Provides access to the Example Premium App	AppFoundry - Example Premium App	

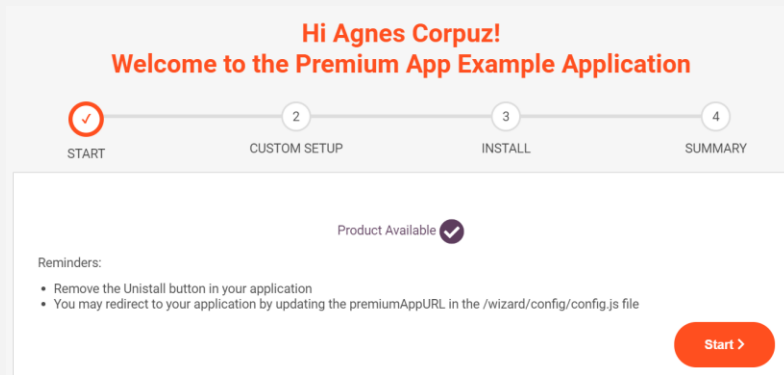
# How to Check if the Product is Available?

- ✓ Go to Admin > Account Settings > Subscription and scroll down to the Apps section. You should be able to see **Premium Client Application Example for Genesys Cloud**.



The screenshot shows the Genesys Admin interface. The top navigation bar includes links for Activity, Directory, Documents, Clients, Performance, Reports, Apps, and Admin. The left sidebar contains a user profile icon, a star icon, and a chat icon. The main content area is titled 'Apps' and displays a table with columns for Qty, Rate, and Total. The table lists the 'Premium Client Application Example for Genesys Cloud' with 1 license, a rate of \$0.00, and a total of \$0.00. The license is marked as 'Pre-Paid'.

Apps	Qty	Rate	Total
<b>Premium Client Application Example for Genesys Cloud</b>	1 licenses		<b>\$0.00</b>
- Committed	0	\$0.00	\$0.00 Pre-Paid
- On-Demand	1	\$0.00	\$0.00



The screenshot shows the 'Welcome to the Premium App Example Application' setup screen. It features a progress bar with four steps: 1. START (completed), 2. CUSTOM SETUP, 3. INSTALL, and 4. SUMMARY. Below the progress bar, a message states 'Product Available' with a checkmark icon. A 'Reminders' section lists two items: 'Remove the Uninstall button in your application' and 'You may redirect to your application by updating the premiumAppURL in the /wizard/config/config.js file'. A red 'Start >' button is located at the bottom right.

**Hi Agnes Corpuz!**  
**Welcome to the Premium App Example Application**

1 2 3 4  
START CUSTOM SETUP INSTALL SUMMARY

Product Available ✓

Reminders:

- Remove the Uninstall button in your application
- You may redirect to your application by updating the premiumAppURL in the /wizard/config/config.js file

**Start >**

# How to Change the Premium Application Example URL to my Product?

- ✓ Go to Admin > Integrations and select the **Premium Client Application Example**.
- ✓ Go to the Configuration tab and replace the Application URL to your hosted application and make sure to follow the format:  
**`https://myapp/wizard/index.html?langTag={{pcLangTag}}&environment={{pcEnvironment}}`**

