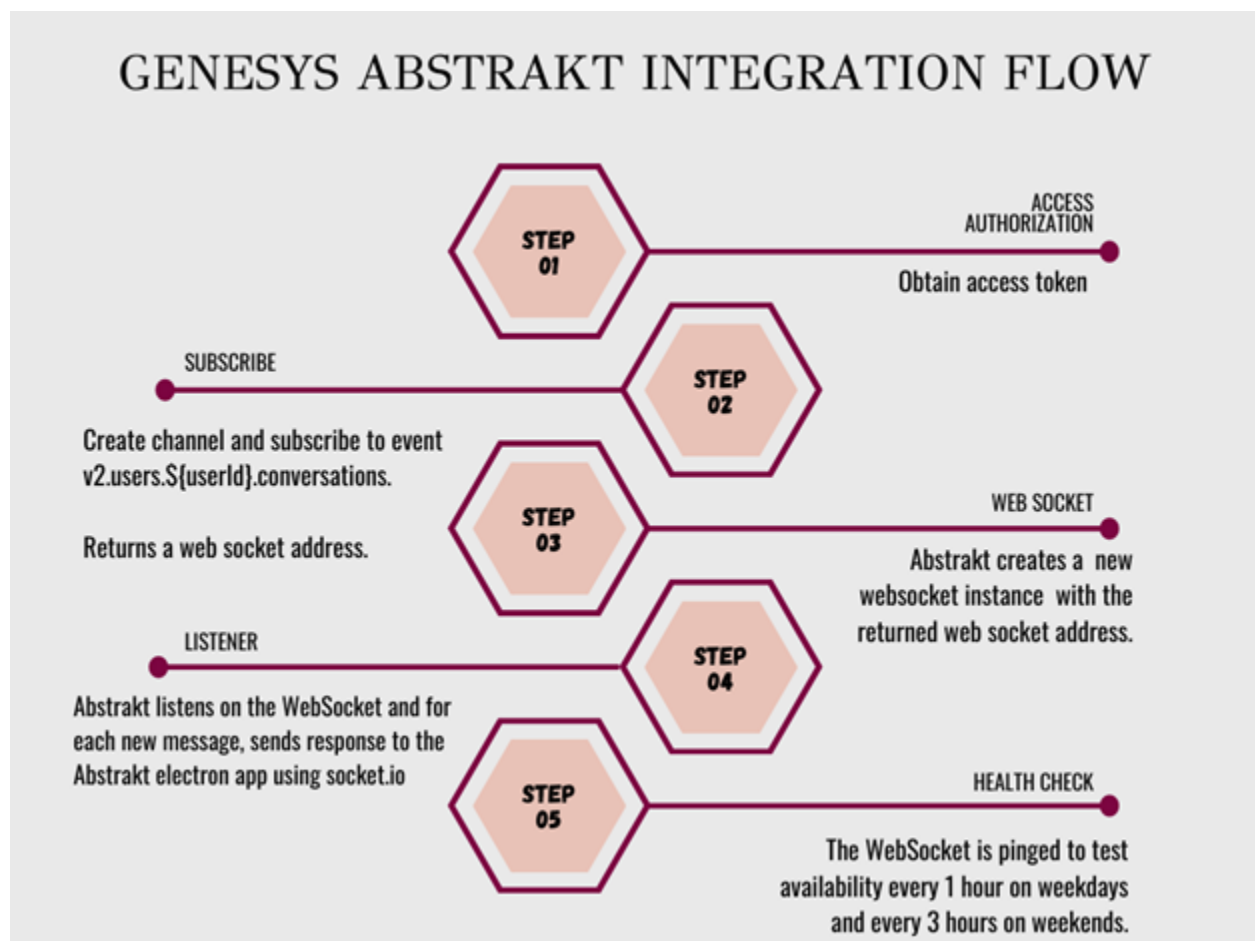


Abstrakt Genesys Submission Blueprint

This Genesys Blueprint provides instructions for integrating the Abstrakt electron app with Genesys Cloud. Abstrakt offers Real-Time Call Coaching Software powered by the latest in Natural Language Processing and AI.

Abstrakt listens to your sales calls and provides Recommended Responses based on phrases or words that are configured in your automated playbook. Genesys Cloud uses the integration to provide agents with customized Recommended Responses.



Solution Components

- Genesys Cloud - The Genesys cloud-based contact center platform. Genesys Cloud is the starting point of the integration.
- Genesys AppFoundry - The Genesys AppFoundry is an app marketplace for solutions that run on the Genesys Cloud platform. You get the Abstrakt integration used in the solution from the Genesys AppFoundry.
- Abstrakt app - The electron app for both Windows and Mac that listens to calls in real-time and provides Recommended Responses powered by NLP and AI.
- Abstrakt Web Portal - The web portal that allows integration between Genesys and Abstrakt to be enabled.

Software Development Kit (SDK)

- Genesys Cloud Platform API SDK - This SDK is used for the initial interaction of agent and customer over chat.

Requirements - Specialized Knowledge

Implementing this solution requires experience in several areas or a willingness to learn:

- Administrator-level knowledge of Genesys Cloud and the Genesys AppFoundry
- Genesys Cloud Platform API knowledge
- Abstrakt Application usage knowledge

Requirements - Genesys Cloud Account

This solution requires a Genesys Cloud license. For more information on licensing, see [Genesys Cloud Pricing](#).

A recommended Genesys Cloud role for the solutions engineer is Master Admin. For more information on Genesys Cloud roles and permissions, see the [Roles and permissions overview](#).

Deployment Steps

The Abstrakt app integration has the following stages:

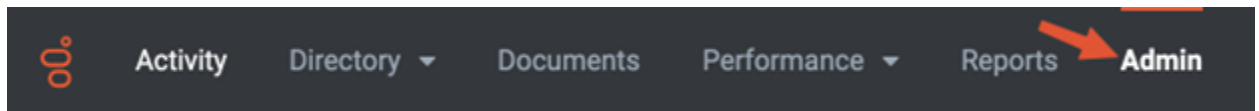
- Download the repository containing the project files.
- Create a Token Implicit OAuth Grant for Genesys Cloud.
- Enable Genesys integration via Abstrakt web portal and test the Abstrakt solution.

1) Download Abstrakt installers for Mac and Windows

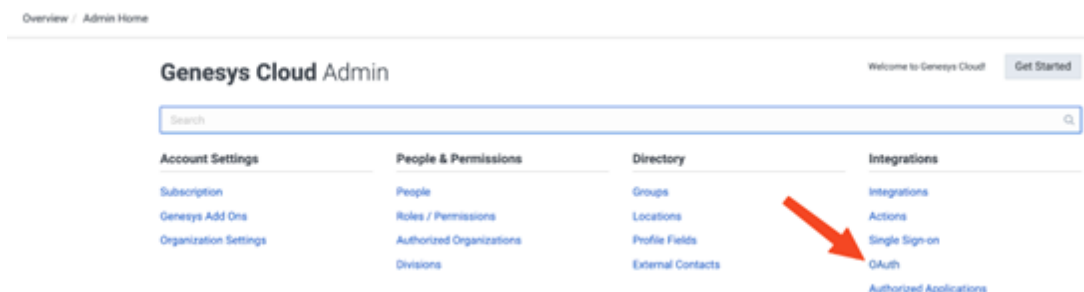
www.deploy.abstrakt.ai

2) Setup an Abstrakt integration in Genesys Cloud

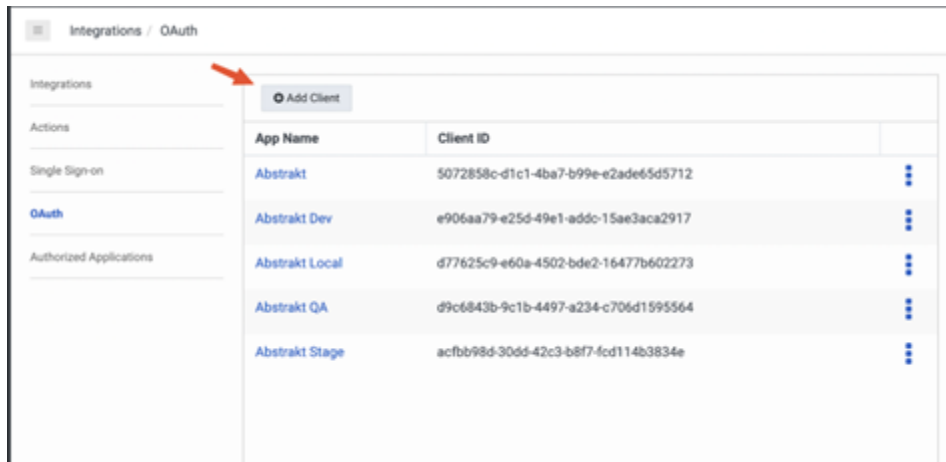
1. Login to your Genesys Cloud organization and create a new OAuth API (Token Implicit Grant).
2. Log in as Genesys Admin then access the "Admin" menu



Then select **"OAuth"** Menu



Then **"Add Client"** button for add OAuth Client



1. Fill App Name, Description, and Token Duration.
2. Assign your hosted site to the Authorized redirect URIs.
3. In your local blueprint repository, open the [config.js](#) file. Add the client ID from your OAuth client and specify the region where your Genesys Cloud organization is located, for example, `mypurecloud.ie` or `mypurecloud.com.au`.

Client Details

App Name

Abstrakt

Description

Abstrakt

Token Duration (seconds): the number of seconds, between 5mins and 48hrs, until tokens created with this client expire.

86400

Grant Types

- ☐ Client Credentials
- ☒ Code Authorization
- ☐ Token Implicit Grant (Browser)
- ☐ SAML2 Bearer

Authorized redirect URIs (one per line)

https://abstrakt-as-production-cg5kh6bqzq-uc.a.run.app/integration/genesys/callback

Scope

conversations ✕

conversations:readonly ✕

external-contacts ✕

external-contacts:readonly ✕

notifications ✕

user-basic-info ✕

Authorization URL

https://apps.usw2.pure.cloud/admin/#/admin/oauth/authorizations/5072858c-d1c1-4ba7-b99e-e2ade65d5712

Copy

Client ID

5072858c-d1c1-4ba7-b99e-e2ade65d5712

Copy

Scope

conversations ✕ conversations:readonly ✕ external-contacts ✕ external-contacts:readonly ✕ notifications ✕

user-basic-info ✕

Authorization URL

[Copy](#)

Client ID

[Copy](#)

Client Secret

[New Secret](#) [Copy](#)

Created By

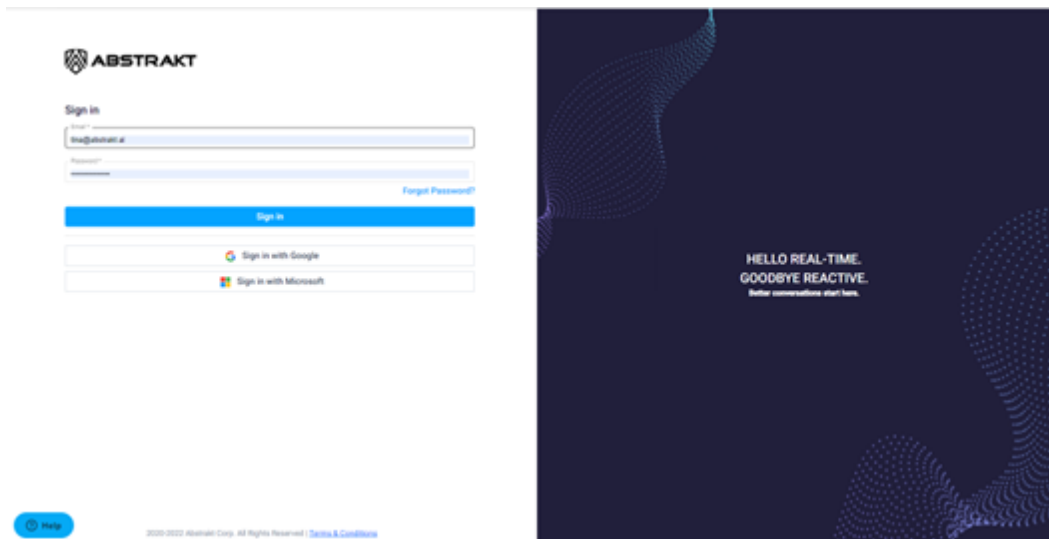
Date

Modified By

Date

Enable Genesys integration via the Abstrakt Web Portal and test the integration

- 1) Navigate to the Abstrakt Web Portal at app.abstrakt.ai and login using your Abstrakt account.



2) Click on the Integrations tab in the left menu to open up the Integrations page.

The screenshot shows the ABSTRAKT interface. On the left is a sidebar with the ABSTRAKT logo, a user profile for Tina Sebastian, and a menu with options: Call Scorecards (selected), Playbooks, Recommended Responses, Team Settings, Integrations, and Logout. The main content area is titled 'Call Scorecards' and features a search bar and filters. Below this is a list of call scorecards for various dates in October 2022 and September 2022, each showing the number of calls and playbooks used.

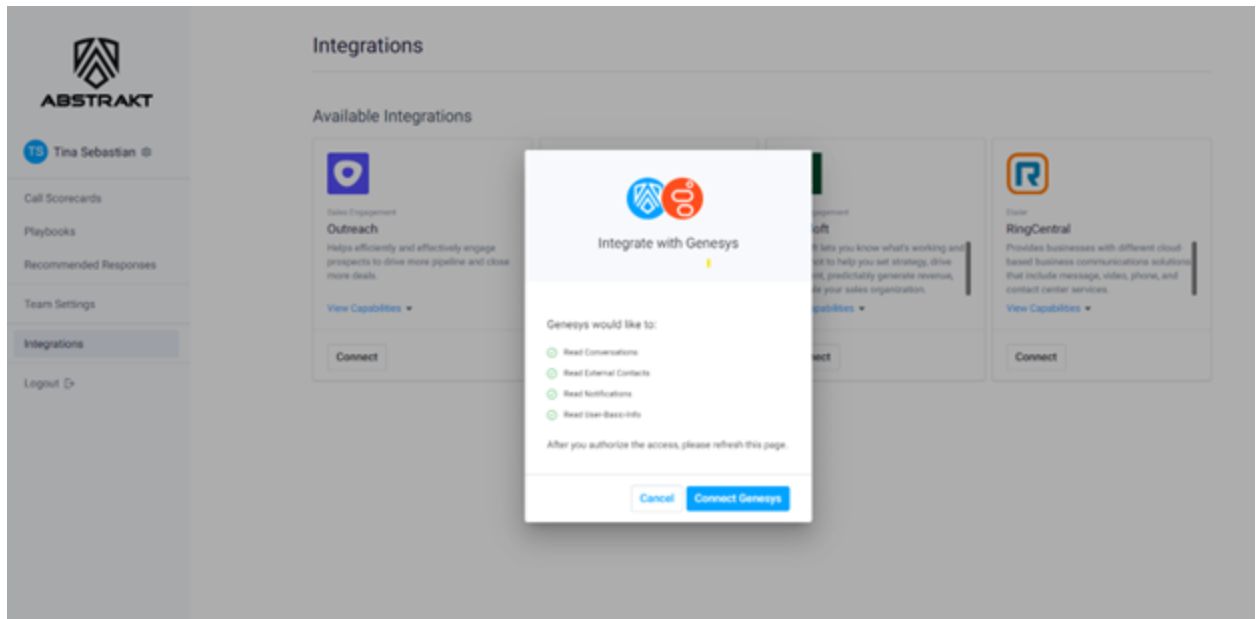
Date	Calls	Playbooks used
Oct 9, 2022	3 calls	1 Playbooks used
Oct 8, 2022	5 calls	1 Playbooks used
Oct 7, 2022	4 calls	2 Playbooks used
Oct 6, 2022	10 calls	1 Playbooks used
Oct 4, 2022	14 calls	1 Playbooks used
Oct 3, 2022	2 calls	2 Playbooks used
Oct 1, 2022	1 calls	1 Playbooks used
Sep 29, 2022	5 calls	2 Playbooks used

3) The Integrations page will list Genesys as one of the available integrations. Click the Connect button on the Genesys panel to set up the integration.

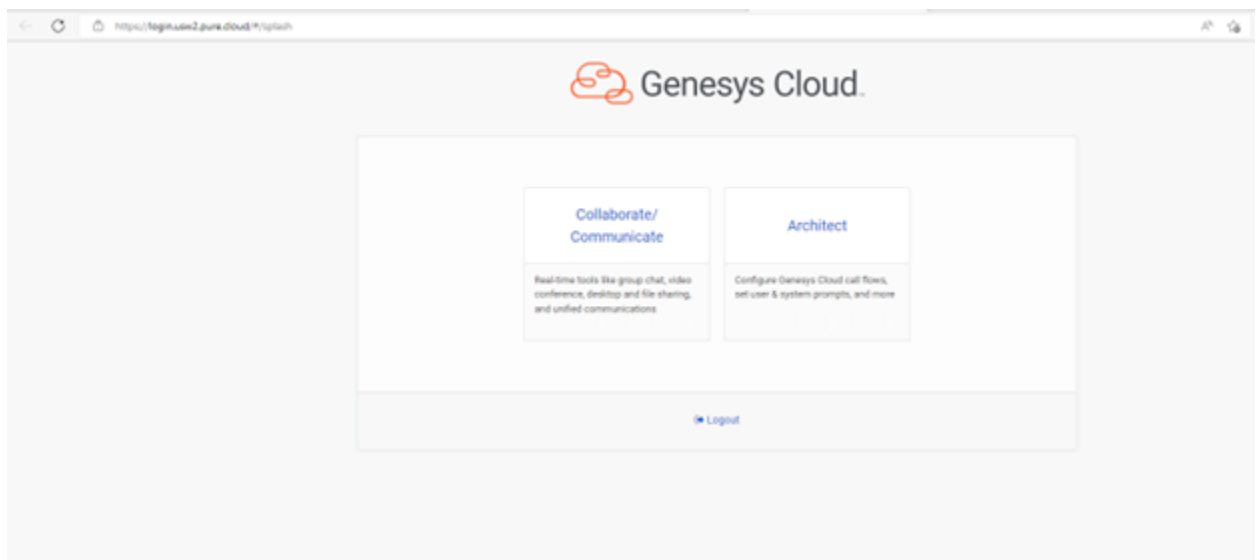
The screenshot shows the ABSTRAKT Integrations page. The sidebar is identical to the previous screenshot, with 'Integrations' selected in the menu. The main content area is titled 'Integrations' and shows a section for 'Available Integrations'. This section contains four panels for different integrations: Outreach, Genesys, Salesloft, and RingCentral. Each panel includes the integration's logo, a brief description, a 'View Capabilities' link, and a 'Connect' button.

Integration	Description	Action
Outreach	Helps efficiently and effectively engage prospects to drive more pipeline and close more deals.	View Capabilities, Connect
Genesys	Organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every	View Capabilities, Connect
Salesloft	Salesloft lets you know what's working and what's not to help you set strategy, drive alignment, predictably generate revenue, and scale your sales organization.	View Capabilities, Connect
RingCentral	Provides businesses with different cloud-based business communications solutions that include message, video, phone, and contact center services.	View Capabilities, Connect

4) Click on the Connect Genesys button on the popup panel that opens up.



- 5) This will redirect the user to the Genesys page to login. Click on the Collaborate/Communicate panel.



- 6) If the authorization is successful, you will be redirected to the Genesys page.