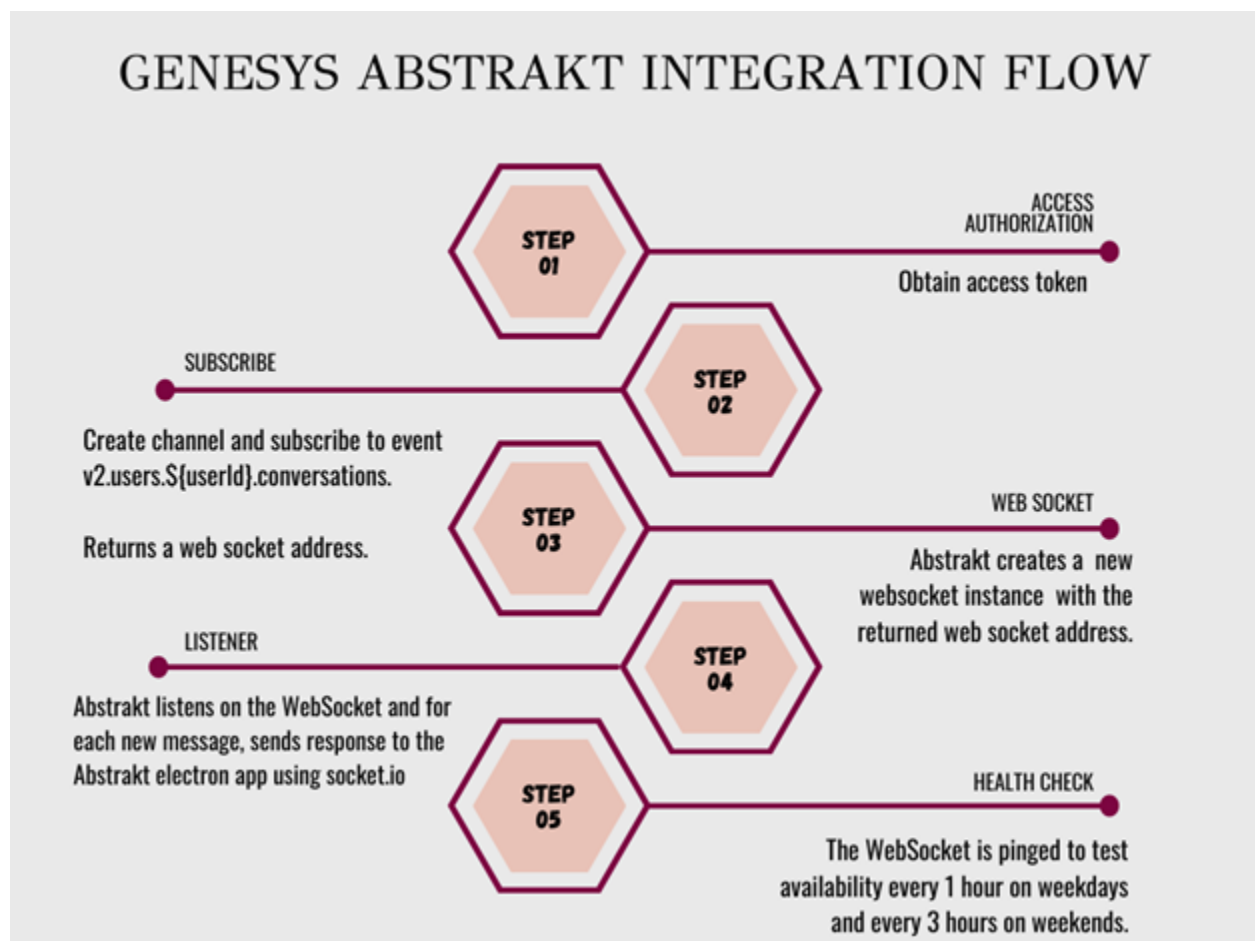# Abstrakt Genesys Submission Blueprint

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.

GENESYS ABSTRAKT INTEGRATION FLOW

STEP 01

ACCESS AUTHORIZATION

Obtain access token

STEP 02

SUBSCRIBE

Create channel and subscribe to event v2.users.${userId}.conversations.

Returns a web socket address.

STEP 03

WEB SOCKET

Abstrakt creates a new websocket instance with the returned web socket address.

STEP 04

LISTENER

Abstrakt listens on the WebSocket and for each new message, sends response to the Abstrakt electron app using socket.io

STEP 05

HEALTH CHECK

The WebSocket is pinged to test availability every 1 hour on weekdays and every 3 hours on weekends.

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.
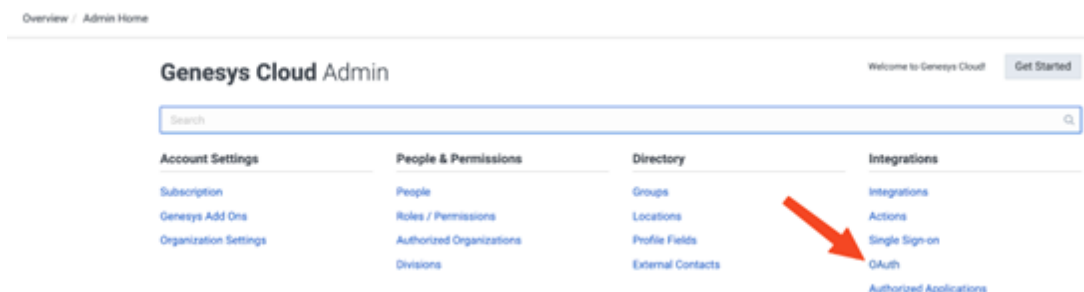
1) Download Abstrakt installers for Mac and Windows

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
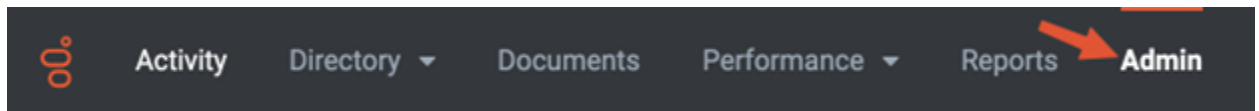
Then select **"OAuth"** Menu

Then "**Add Client**" button for add OAuth Client
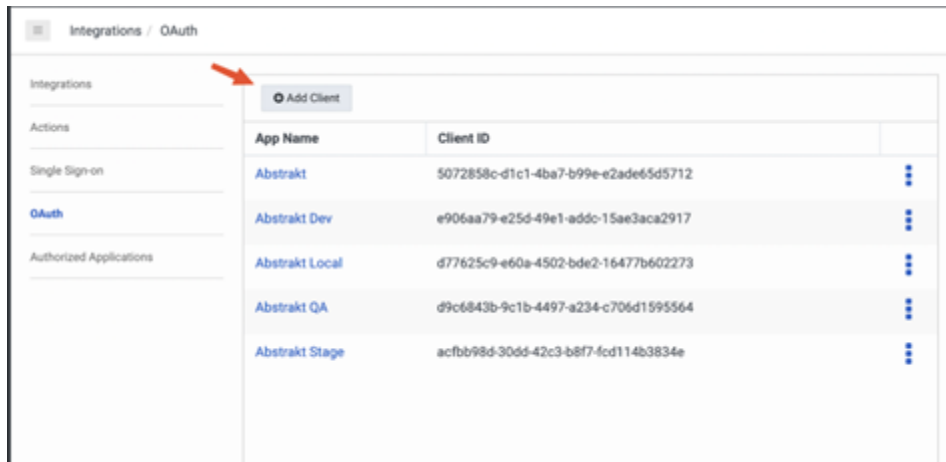
1. Fill App Name, Description, and Token Duration.
2. Assign your hosted site to the Authorized redirect URIs.
3. In your local blueprint repository, open the config.js file. Add the client ID from your OAuth client and specify the region where your Genesys Cloud organization is located, for example, `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

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

Client ID

5072858c-d1c1-4ba7-b99e-e2ade65d5712   `Copy`

Client Secret

dJ5eJmF8M_EfYhcCmAOkY4R2vRTKjuP-BT7hcx1oVB8   `New Secret` `Copy`

Created By

John Bunting

Date

9/8/2022

Modified By

John Bunting

Date

9/8/2022

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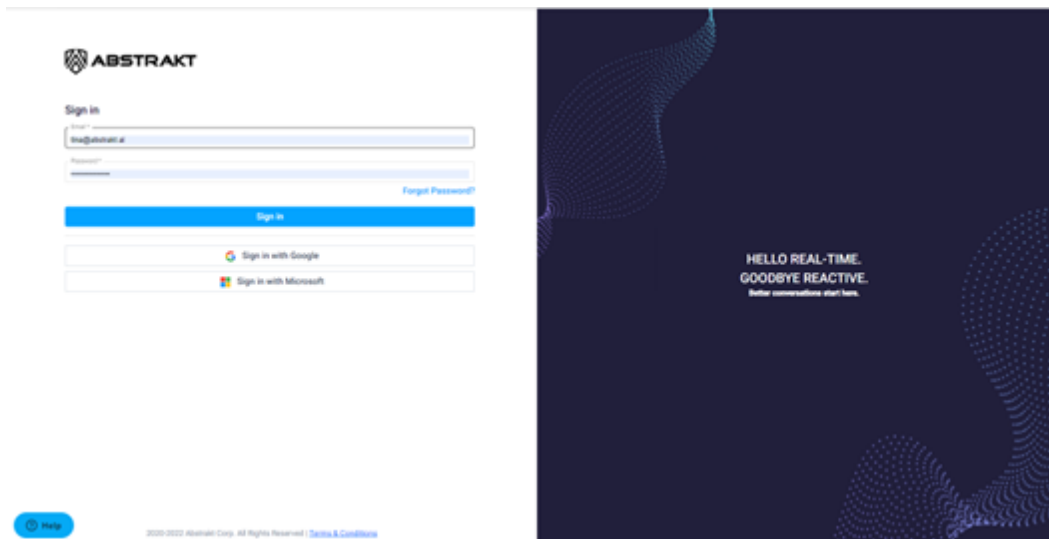
2) Click on the Integrations tab in the left menu to open up the Integrations page.

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.
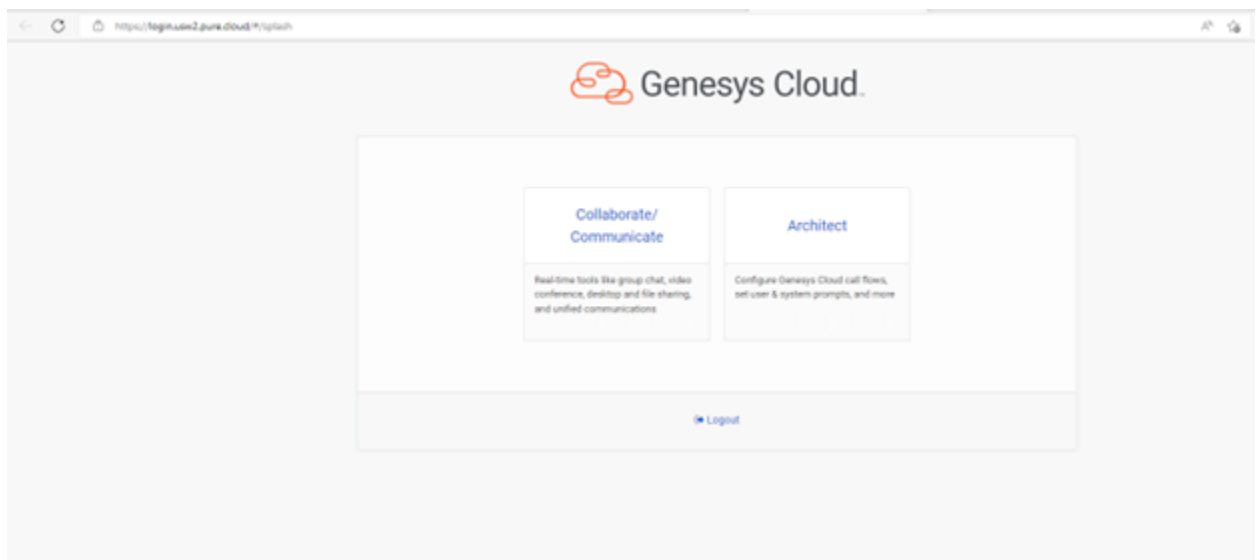

4) Click on the Connect Genesys button on the popup panel that opens up.
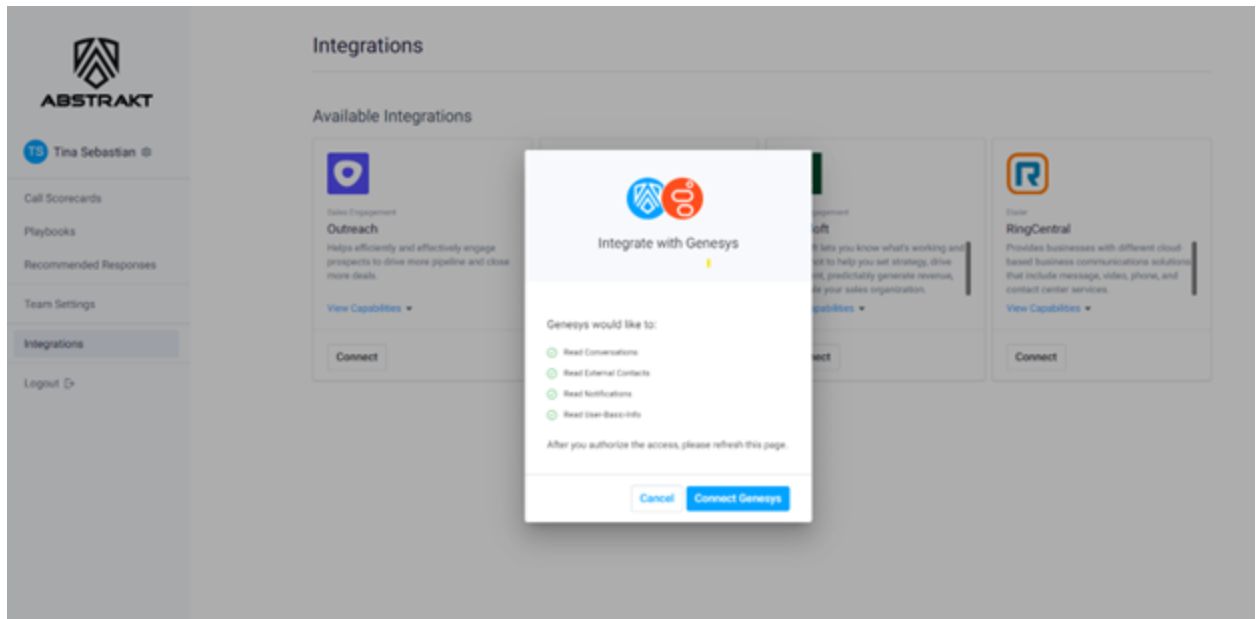
5) This will redirect the user to the Genesys page to login. Click on the Collaborate/Communicate panel.

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