

PureCloud Dialer

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GENESYS | MANILA, PHILIPPINES

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PureCloud Dialer Overview

This is a sample project using PureCloud Embeddable Framework and PureCloud SDK. This project is written in Node JS using Express and Mongo DB as the database.

PureCloud Embeddable Framework

Different functions of the PureCloud Embeddable Framework are used in this project such as Click to Dial, Screen Pop Up and Process Call Logs. Visit this [site](#) for more information about Embeddable Framework. For details how to create your own framework.js file, click [here](#).

PureCloud SDK

This application show how PureCloud Platform APIs is called from the client. Outbound APIs are called in this project such as creating a contact list, adding contacts to a contact list and creating a campaign.

PureCloud Javascript SDK

For details on how to integrate with [PureCloud SDK](#), client libraries are provided which wrap the REST calls in a simple to use interface.

There are two ways of using the Javascript SDK for web app:

1. Client-Side Usage
 - Local file or CDN reference
 - Uses Implicit Grant Authentication
2. Server-Side Usage
 - Uses NodeJS
 - Uses Client Credentials Authentication

This demo uses NodeJS and Client Credentials for Authentication.

Overview

These are the functionalities that directly make calls to the PureCloud API for Outbound Dialing:

1. Creation of Contact List (</api/v2/outbound/contactlist>)
2. Adding Contacts to the Contact List (</api/v2/outbound/contactlists/{contactListId}>)
3. Creation of Campaign (</api/v2/outbound/campaigns>)
 - For the creation of the Campaign it's also required to pull up the Queues and the Contact Lists from the org.
4. Getting Progress of Campaign (</api/v2/outbound/campaigns/{campaignId}/progress>)

Testing API Calls

PureCloud has an [API Explorer](#) to test API calls in the currently logged in org instance.

How do I get setup?

Prerequisites

You will need the following things properly installed on your computer:

- [Git](#)
- [Node.js](#) (with NPM)
- [PureCloud OAuth Client ID](#) (Implicit Grant) – This will be used by Embedded Framework
- [PureCloud OAuth Client ID](#) (Client Credentials) – This will be used by Platform API SDK
- [MongoDB](#)

Development Machine Set Up

Open Command Prompt and run:

1. **Windows:**
"C:\Program Files\MongoDB\Server\3.6\bin\mongod.exe" --dbpath C:\...\PCDialer\data
2. **OSX:**
mongod --dbpath C:\...\PCDialer\data

Open another Instance of Command Prompt and run:

"C:\Program Files\MongoDB\Server\3.6\bin\mongo.exe"

Update framework.js file:

Copy and paste the Client ID (Implicit Grant) depending on the location to be used by the embedded agent interface.

```
window.Framework = {
  config: {
    name: "testApp",
    clientIds: {
      'mypurecloud.com': '',
      'mypurecloud.ie': '',
      'mypurecloud.com.au': '',
      'mypurecloud.jp': ''
    }
  },
}
```

Update config.js file:

Copy and paste the Client ID and Secret (Client Credentials) to be used by the Platform API SDK.

```
module.exports = {
  "clientId" : "",
  "clientSecret" : ""
}
```

Viewing the page locally

Open Command Prompt to C:\...\PCDialer:

1. Run "npm install"
2. Run "node app.js"


Open Web Browser:

<https://localhost/>

PCDialer Pages

Home Page

In the home page of the PCDialer project, users can already take and dial calls from PureCloud. Clicking on the Genesys logo will bring the user back to this page.

[Contact List](#)[Contacts](#)[Campaigns](#)[Call Logs](#)[About Us](#)

Menu
[Link](#)
[Link](#)
[Link](#)
[Link](#)

PureCloud Dialer


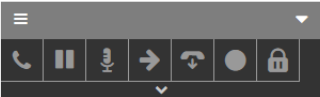
This is a sample project using PureCloud Embeddable Framework and PureCloud SDK. This project is written in node.js using Express and MongoDB.

PureCloud Embeddable Framework

Different functions of the PureCloud Embeddable Framework are used in this project such as Click to Dial, Screen Pop Up and Process Call Logs.

PureCloud SDK

This application shows how PureCloud APIs can be called from the client. Outbound APIs are used in this project such as creating a contact list, adding contacts to a contact list and creating a campaign.



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Screen Pop Up

When a call comes in, the Embeddable Framework will query the database using the caller's ANI. The web app will then automatically redirect to the specific Contact's page.

The screenshot displays a web application interface with a dark navigation bar at the top containing a logo and links: Contact List, Contacts, Campaigns, Call Logs, and About Us. On the left, a 'Menu' section lists four 'Link' items. The main content area is titled 'Contact Information' in orange and shows a form with the following fields:


_Id:	5b04de6a304e3a10ac058i
Name:	Prince
HomePhone:	+13179576842
CellPhone:	1
Email:	a@a.com
ContactList:	Prince_Test_2

Below the form is a pagination control with buttons 1, 2, 3, 4, 5, and a right arrow. A mobile app interface is overlaid on the right side, showing a call status for 'INDIANAPOLIS, IN' as 'CONNECTED' with the phone number '+13179576842' and 'Customer Support' for '0:04'. The app interface includes a top bar with icons for call functions and a bottom bar with the text 'On Queue'. The PureCloud logo is visible in the background of the app overlay.

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Contact List Page

In the Contact List page of the PCDialer project, users will be able to see created Contact Lists in PureCloud that are in their database. Creating a contact List in this page will automatically call the PureCloud API.

[Contact List](#)[Contacts](#)[Campaigns](#)[Call Logs](#)[About Us](#)

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[Link](#)

Create Contact List

Contact List Name:

Column Names:

Column Name	Cell	Home
<input type="text" value="Column Name"/>	<input type="checkbox"/>	<input type="checkbox"/>

Contact List

Name	Contact List Id
Sample3	bfbf3385-37f4-4e1e-a1a7-aadf46665fdb
Sample2	fd933db9-3f6c-4ebc-aa1f-da440ea6bd18
Sample	189654e1-8fa4-44bc-b62a-f0d03de24309

1

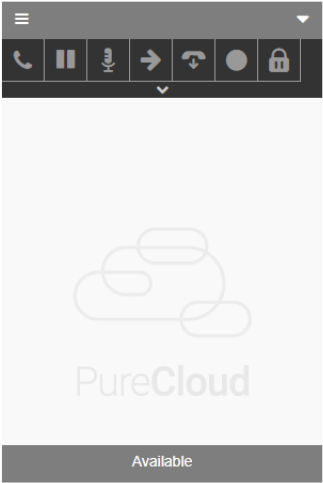
2

3

4

5

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Add Contacts Page

By clicking the Contact List Name from the Contact List Page, users will be redirected to the Add Contact Page. Users will be able to see added contacts in PureCloud that are in their database. Clicking the numbers from the Home Phone and Cell Phone columns will dial the number in PureCloud. Clicking the Email column will open a window to allow the user to compose and send an email. Adding a contact in this page will automatically call the PureCloud API. All fields in this page is based on the defined columns when the Contact List was created.

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- Link

Add Contact

First Name:

Last Name:

Cell Phone:

Home Phone:

Company:

Email:

Contact List:


Add

Sample Contacts

First Name	Last Name	Cell Phone	Home Phone	Company	Email
Agnes	Corpuz		3172222222	Genesys	testuser1@testdomain.com
Prince	Merluza		3172222222	Genesys	testuser2@testdomain.com
Test	Dummy		3172222222	Genesys	testuser3@testdomain.com


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Contacts Page

In the Contacts Page, users will be able to see all added contacts in the contact list that are in their database. Clicking the numbers from the Home Phone and Cell Phone columns will dial the number in PureCloud. Clicking the Email column will open a window to allow the user to compose and send an email. Clicking the Contact List Name column will redirect the page to the Add Contacts Page.

[Contact List](#)[Contacts](#)[Campaigns](#)[Call Logs](#)[About Us](#)

Menu

Link

Link

Link

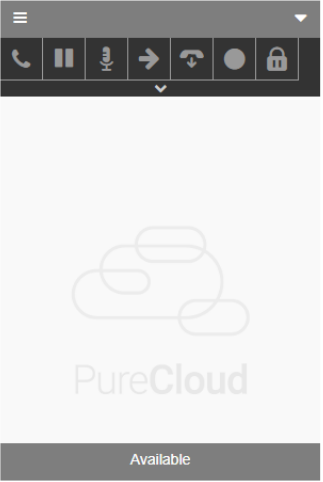
Link

Contacts

Name	Company	Home Phone	Cell Phone	Email	Contact List
Corpuz, Agnes	Genesys	3172222222		testuser1@testdomain.com	Sample
Merluza, Prince	Genesys	3172222222		testuser2@testdomain.com	Sample
Dummy, Test	Genesys	3172222222		testuser3@testdomain.com	Sample
Dummy, Test	Genesys	3172222222		test@domain.com	Sample2

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Campaigns Page

In the Campaigns Page, users will be able to see created campaigns that are in their database. Adding a campaign in this page will automatically call the PureCloud API.

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Contact ListContactsCampaignsCall LogsAbout Us

Menu

Link

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Link

Link

Create Campaign

Campaign Name:

Contact List:

Queue:

Caller Name:

Caller Address:

Add

Campaign List

Name	Campaign ID	Contact List	Queue	Caller Name	Caller Address	Progress (%)
campaign	1088b3fe-c2a9-472a-9c14-ee738859cee	f0933db9-3f6c-4ebc-aa1f-da440ea6bd18	254ce314-37b0-4f14-ba8c-521d827043b5	2	3	0

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Call Logs Page

In the Call Logs Page, users will be able to see the details of all call activities as well as the call log notes.

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Contact List

Contacts

Campaigns

Call Logs

About Us

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Link

Call Logs

Interaction ID	Name	Number	Connected Time	Call Log ID	Notes
93d1d821-8449-4ec7-b89e-17418de93bc3	Indianapolis IN	tel:+13172222222	2018-05-03T06:44:40.213Z	1525329880477	DevFoundry is awesome
02a764a8-937e-413d-b59e-db6267f11753	Indianapolis IN	tel:+13172222222	2018-05-04T05:45:21.386Z	1525412721559	We are DevFoundry
59d278df-3dac-45bf-b57d-9c5d5f93a1ab	Indianapolis IN	tel:+13172222222	2018-05-04T05:46:28.821Z	1525412789053	How are you doing
90ff8789-c387-454f-bd83-0cd3961e4d96	Indianapolis IN	tel:+13172222222	2018-05-04T05:48:48.794Z	1525412929211	Hello There!
5fe50bc3-49cc-4cbf-af00-2051c17cc61e	Indianapolis IN	tel:+13172222222	2018-05-04T05:53:51.718Z	1525413232428	This is a note
1d5b53b3-4960-457e-904a-6c9ea6542d66	Indianapolis IN	tel:+13172222222	2018-05-04T05:54:43.677Z	1525413283869	This is a test
da35a595-8ee8-4f63-851c-a226f86bb272	Indianapolis IN	tel:+13172222222	2018-05-04T06:01:04.310Z	1525413664482	Hello World!
172afbef-2a5e-4cc7-b5ef-268d3f20179d	Indianapolis IN	tel:+13172222222	2018-05-23T05:19:55.717Z	1527052795965	Hey!

1

2

3

4

5

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☰

☎ Indianapolis IN

Name

Related To

Hey!

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