# Limitless Blueprint Email



**Genesys Cloud & Limitless Blueprint**

Genesys and Limitless have partnered to seamlessly connect the Gig Economy to your Genesys Cloud contact center. Gig CX enables organizations to route their customer service enquiries securely and selectively from the Genesys Cloud to a crowd of knowledgeable gig experts who can answer questions for the brands they love.

Description

This Genesys Blueprint provides instructions for integrating the Limitless into Genesys Cloud. The integration connects a Genesys Cloud email flow through the Limitless APIs to Experts who are using the SmartCrowd™ platform. Thus, questions submitted to web form are sent to Genesys Cloud through email and then routed to Limitless experts who can answer the questions and classify the questions for further processing by the Email flow.

Gig CX is available on multiple channels and in this blueprint it starts from web form on your website. Your customers can ask a question (along with their email to receive the reply) and Genesys Cloud routes the question to a Gig Expert on the Limitless SmartCrowd™ platform who is available and can answer the question.

This question is presented to a collection of Gig Experts. An expert who is logged into Limitless SmartCrowd™ will see all the available questions and will select a question with which they have personal experience and then receive a reward (e.g., $2) if they successfully resolve the case. The Expert also classifies the answer for reporting in the Genesys Cloud performance view.

The customer will receive an email with the answer and can reply to continue the conversation. This back and forth can happen as many times as needed to satisfy the customer’s question.

Product Details

**Languages**: English **Industries**: Universal **App Type**: Blueprint

Preinstallation Steps

1. Genesys Cloud account requirements

* Verify that you have the appropriate Genesys Cloud license – Genesys Cloud 2 or Genesys Cloud 3. For more information on licensing, see Genesys Cloud Pricing.
* You must install and activate the Web Services Data Action before you can load the data action templates provided in this blueprint.
* The Contact Center Email feature of Genesys Cloud must be enabled and a domain added.
* 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.

1. Limitless account requirements

* The solutions engineer requires Limitless account and API credentials:
* You need at least one Limitless Expert login to access the SmartCrowd™ interface

1. SMTP account requirements

* The solutions engineer requires an SMTP provider account through which to send outbound email (as the reply from the expert.)

Deployment Steps

1. Click ‘Open Link’ to download the template files
2. Follow the deployment steps listed in the README file in the limitless-blueprint-email GitHub repo

**Video Link**

[**https://vimeo.com/494195499/ec5c644dcd**](https://vimeo.com/494195499/ec5c644dcd)

**Images**

**Graphical user interface

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