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Use the SDK to create and save diagnostic logs

Note: This article applies to Genesys Cloud for Salesforce.

You can use our SDK in the managed package to generate diagnostic logs in Salesforce. The SDK uses the Salesforce Apex programming language.

Note: This article is an advanced customization topic meant for developers familiar with Salesforce.

Prerequisites
- Authentication configured.
- Logging configured.

Access our SDK through the Logger class under the `purecloud.SDK.Logger` namespace.

Logger class

Contains methods that allow you to create and save diagnostic logs through Genesys Cloud for Salesforce.

Note: Due to Salesforce limitations, the integration stores a created log in memory until the end of a transaction with the `createPendingLog` method. At the end of a transaction, the integration saves these logs as log objects to your Salesforce organization with the `savePendingLogs` method.

Namespace

`purecloud.SDK.Logger`

Usage

Use these methods to create pending log requests and then save the logs at the end of a transaction through Genesys Cloud for Salesforce.

Logger methods

The following methods are available for the Logger class.

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▼ createPendingLog(name, message, logLevel)

Creates a pending log stored in memory for your Salesforce organization.

Parameters

Name	Data type	Description	Notes
name	String	Name of the log that you want to appear in your Salesforce organization.	
message	String	Message that you want to appear in the log.	
logLevel	purecloud.Log.LogLevels enum	Log level for the logs that you want to create.	Valid values: ERROR, WARN, INFO, DEBUG. This log level must match or be lower than the log level that you set in Salesforce. For example, if you set **Logging** to **WARN** in the call center settings, then you must pass ERROR or WARN into `logLevel` in your Apex code; if you pass INFO or DEBUG, then the integration will not create logs. For more information, see Diagnostic logs in Salesforce.

Example

The following example creates a pending log in memory. The log request is called SDK, generates a message, and generates the most detailed amount of information (DEBUG).

```
purecloud.SDK.Logger.createPendingLog('SDK', 'I am a diagnostic log message!', purecloud.Log.LogLevels.DEBUG);
```

▼ savePendingLogs()

Saves pending logs stored in memory to your Salesforce organization. Uses DML to insert logs into `Genesys Cloud_Log__c` records.

The saved logs appear on the **Genesys Cloud Logs** page in Salesforce. For more information, see Diagnostic logs in Salesforce.

Example

The following example saves pending logs that were stored in memory with the `createPendingLogs` method.

```
purecloud.SDK.Logger.savePendingLogs();
```

For more information, see SDK in Genesys Cloud for Salesforce.

For more information about the integration, see About Genesys Cloud for Salesforce.

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