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# About Genesys Cloud Embeddable Framework

The Genesys Cloud Embeddable Framework integration enables a version of Genesys Cloud's contact center services inside your own systems and tools.

**Warning:** Do not run different versions of the Genesys Cloud embedded client (Genesys Cloud for Salesforce, Genesys Cloud for Zendesk, Genesys Cloud for Chrome, Genesys Cloud for Firefox, or Genesys Cloud Embeddable Framework) side by side. Otherwise, you will experience unusual behavior with interaction logs, WebRTC phones, and other functionality.

## Overview

The Genesys Cloud Embeddable Framework integration can be created and consumed as private or public deployments. Because the integration is customizable, implementations of the integration may look slightly different from the screenshots in the documentation.

- Content list
- Release notes
- Name change
- Genesys Cloud Embeddable Framework FAQs
- Architecture diagram
- Deployment options
- Chrome autoplay policy changes
- Manage Genesys Cloud embedding

## Get started (private deployment)

Companies can develop their own integration and deploy it in their Genesys Cloud organization for their private use. Developers create a framework.js file. Then administrators add the integration and upload the framework.js file to the company's Genesys Cloud organization.

- How to get started (Genesys Cloud Developer Center)
- Requirements
- Create an OAuth client
- Add the integration

## Get started (public deployment)

AppFoundry partners can develop an integration for public use by multiple companies. Developers create a framework.js file and then deploy it to the AppFoundry. Companies that want to use the integration can enable the integration in the AppFoundry.

- How to get started (Genesys Cloud Developer Center)
- Genesys Cloud Billing FAQs
- About the AppFoundry
- Get AppFoundry apps

## Get started (agents)

After the integration is installed, log in and begin to use the client.

- Browser requirements
- Log in to the client
- Language support

## Client interface

From the client, you can access the menu and change your status and phone. The menu allows you to perform common tasks quickly, such as working with active interactions, making calls, or changing settings.

- Client interface
- Statuses
- Phones

## Call controls and basic interaction tasks

Learn about the call controls in the client and how to perform basic tasks on interactions.

- Call controls
- Pick up an interaction
- Place a call on hold
- Transfer an interaction
- Schedule a callback
- Scripts
- Wrap up an interaction

## CRM functionality

Review CRM functionality that impacts how you work.

- Click-to-dial
- Interaction logs

## Client-configurable functionality

Learn what functionality and features you can control or configure in the client.

- Call forwarding
- Notifications
- Queue activation

## Call history and user inbox notifications

Quickly view your call history and notifications about various items from the User Inbox in the client. The notifications alert you to tasks and information that require your attention in Genesys Cloud.

- Call history
- Evaluations
- Shift trade and time off requests
- Voicemail

## Visual engagement

Improve customer interactions with visual engagement tools that allow you to view customers' computer screens or interact with their web browsers.

- Co-browse
- Screen share

## Supported Genesys Cloud interaction types

Genesys Cloud Embeddable Framework currently supports call, callback, outbound dialing, chat, email, message, and ACD voicemail interactions. For fuller functionality, run Genesys Cloud alongside the client.

- Calls
- Callbacks
- Outbound dialing
- Chats
- Emails
- Messages
- Voicemail

## Troubleshoot

For any problems with Genesys Cloud Embeddable Framework, browse troubleshooting information about individual issues. Before working with Customer Care, enable server-side logging.

- Troubleshoot Genesys Cloud Embeddable Framework
- Enable server-side logging

Was this article helpful?

☐ Yes

☐ No

Still have questions?  
Ask the community