






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	PCSalesforceEventsExample.cmp	CWC-4907 Use lightning messages in the example code	13 months ago
	PCSalesforceEventsExample.css	CWC-4743 added output console	2 years ago
	PCSalesforceEventsExampleController.js	CWC-4907 Use lightning messages in the example code	13 months ago
	PCSalesforceEventsExampleHelper.js	CWC-4907 Use lightning messages in the example code	13 months ago
	readme.md	Fixed numbering	last month
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Events in Salesforce Lightning app

This repository contains an example component that allows Salesforce Lightning Experience users to test Genesys Cloud for Salesforce events in a Salesforce Lightning app.

Table of contents

- Getting started
 - TL;DR
 - Prerequisites
- Installation
 - Check the version of the managed package
 - Create a Lightning component
 - Add a utility item
- Configuration
- Usage
- Additional information

Getting started

TL;DR

- Check the version of your Genesys Cloud for Salesforce managed package.
- Create a Lightning app with the example code in the repository.
- Enable client events in Genesys Cloud for Salesforce.
- Use the example app to test Genesys Cloud for Salesforce events.

Prerequisites

- Version of the [Genesys Cloud for Salesforce](#) managed package that supports Lightning Message Service.

Installation

Check the version of the managed package

- Check the version of your Genesys Cloud for Salesforce managed package.
- If the managed package does not support Lightning Message Service, update the managed package to a version that supports Lightning Message Service.

Create a Lightning component

- In the Developer Console, click File > New > Lightning Component.
- Enter a name for your Lightning Bundle and click Submit.
- Copy the contents of PCSalesforceEventsExample.cmp in the repository to your file and then save the file.
- In the Lightning component navigation, click Controller.
- Copy the contents of PCSalesforceEventsExampleController.js in the repository to your file and then save the file.
- In the Lightning component navigation, click Helper.
- Copy the contents of PCSalesforceEventsExampleHelper.js in the repository to your file and then save the file.
- In the Lightning component navigation, click Style.
- Copy the contents of PCSalesforceEventsExample.css in the repository to your file and then save the file.

Add a utility item

- In Salesforce Lightning Experience, click Setup.
- Search for and click App Manager.
- Find a Lightning app.
- Click Arrow > Edit.
- Under App Settings, click Utility Items.
- Click Add Utility Item.
- Select the Lightning component that you created.
- Set Panel Width to 340 and Panel Height to 480.
- Select Start automatically.
- Click Save.

The Lightning component now appears on the lower-left corner of certain Lightning Experience pages.

Configuration

- In Salesforce Lightning Experience, click Setup.
- Search for and click Installed Packages.
- On the Installed Packages page, click Configure next to the Genesys Cloud for Salesforce package.
- Under Choose a Call Center, select Genesys Cloud for Salesforce Lightning.
- Under Client Event Settings, configure Client Event Messages.
- For Client Event Message Type, select Lightning Message Channel.
- For Client Event Types, at a minimum move Interaction and UserAction from Available to Chosen.
- Click Save.

Usage

After you complete the steps under Installation and Configuration, click the Lightning component to test Salesforce events.

- You can change the status of your user.
- You can also change the state of an active interaction with pickup, disconnect, hold, mute, or secure pause.

Additional information

- [Configure client events](#) in the Genesys Cloud Resource Center
- [Events in Salesforce](#) in the Genesys Cloud Resource Center
- [About Genesys Cloud for Salesforce](#) in the Genesys Cloud Resource Center

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