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About the web services data actions integration

The web services data actions integration uses custom actions to interact with third-party web services.

Overview

The web services data actions integration allows you to create custom actions that you can then use throughout Genesys Cloud to interface with JSON-based web services. You can use these custom actions to make routing decisions within your interaction flow in Architect, to present information to your agents in Scripts, or to act on data in other ways.

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Compared to the web services data dip connector

Unlike the web services data dip connector, because the web service data actions integration is cloud-based, the integration does not have the delay and overhead of a Bridge Server. However, if your target endpoint is an on-premises web service that is not publicly accessible, then use the web services data dip connector, which uses a Bridge Server and Call Bridge Actions in Architect.

- [About the web services data dip connector](#)

Get started

Review the requirements. After you add the integration, create a custom action.

- [Requirements](#)
- [Add the integration](#)
- [Create a custom action](#)
- [Use a custom action](#)

Migrate

You can continue to use the older web services data dip connector, which uses a Genesys Cloud Bridge Server. Or you can switch to the web services data actions integration, which runs as a Genesys Cloud service. Learn how to migrate your interaction flows in Architect from bridge actions to data actions.

- [Migrate interaction flows](#)

Security

You can use several mechanisms to further secure your web service endpoints when you use data actions. These mechanisms help ensure that only data actions and no unrelated parties communicate with your endpoints.

- [Security for data actions](#)

Troubleshoot

Browse information about common issues. Test data actions for help debugging issues.

- [Troubleshoot](#)
- [Test data actions](#)

Was this article helpful?

☐ Yes

☐ No

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