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About the AWS Lambda data actions integration

The AWS Lambda data actions integration uses data actions to invoke AWS Lambda functions in your AWS account.

Overview

The AWS Lambda data actions integration allows you to create custom actions that you can then use throughout Genesys Cloud to directly invoke AWS Lambda functions in your AWS account. 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.

- Content list
- Release notes
- Data actions FAQs
- How the integration works
- Concepts

Get started

Review the requirements. To use the integration, first create IAM resources in your AWS account and then add the integration in your Genesys Cloud organization. After you add the integration, create custom actions that you can use throughout Genesys Cloud.

- Requirements
- Create IAM resources
- Add the integration
- Create a custom action
- Use a custom action
- Example function and data action

On-premises solutions

You can securely use data actions in Genesys Cloud to retrieve data from on-premises solutions and then use that data in various Genesys Cloud applications.

- Data actions with on-premises solutions overview
- Workflow for data actions with on-premises solutions
- Example AWS Lambda data action with on-premises solution

Troubleshoot

Browse information about common issues. For help troubleshooting issues, test the data actions.

- Troubleshoot
- Test data actions

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