

Genesys Cloud

Developer Center

Search

name

clientIds

settings

helpLinks

customInteractionAttributes

getUserLanguage

initialSetup

screenPop

processCallLog

openCallLog

contactSearch

Back



settings

Defines enabled or disabled features in the embedded agent interface.

Parameters

Name	Data type	Description	Notes
embedWebRTCByDefault	Boolean	The integration embeds agent's WebRTC phone in the embedded agent interface (true) or pops the WebRTC Phone window (false).	Default: true. The WebRTC Phone window establishes and maintains WebRTC phone connectivity. If your environment often refreshes, then set <code>embedWebRTCByDefault</code> to false. Also, for the window to appear, pop-up blocker must be turned off in the browser.
hideWebRTCPopUpOption	Boolean	The integration hides (true) or shows (false) the setting for the WebRTC Phone window.	Default: false.
enableCallLogs	Boolean	The integration enables (true) or disables (false) interaction logging.	Default: true.
hideCallLogSubject	Boolean	The integration hides (true) or shows (false) the interaction log subject field in the Interaction Log view in the embedded agent interface.	Default: false.
hideCallLogContact	Boolean	The integration hides (true) or shows (false) the interaction log contact menu in the Interaction Log view in the embedded agent interface.	Default: false.
hideCallLogRelation	Boolean	The integration hides (true) or shows (false) the interaction log relation menu in the Interaction Log view in the embedded agent interface.	Default: false.
enableTransferContext	Boolean	The integration enables (true) or disables (false) the sending of additional information when agents transfer interactions.	Default: false. For more information, see addTransferContext .
dedicatedLoginWindow	Boolean	The integration opens (true) or does not open (false) a separate login window.	Default: false. If set to true, add https://apps.mypurecloud.com/crm/authWindow.html under Authorized redirect URIs in the OAuth client that you are using with the embeddable framework. For more information, see the Genesys Cloud Embeddable Framework tab in Create an OAuth client (Genesys Cloud Resource Center). For private deployments, add the query string parameter <code>dedicatedLoginWindow=true</code> to the iframe URL. For more information, see iframe URLs .
embeddedInteractionWindow	Boolean	The integration embeds the Interactions window (true) or opens the Interactions window as a separate pop-up window (false).	Default: false. If set to true, add a second iframe to your web app for the Interactions window. For more information, see step 5 under Development on the private deployment or public deployment pages.
enableConfigurableCallerId	Boolean	Allows agents to update caller ID names and numbers in the client for outbound calls.	Default: false. Telco support for <code>callerId</code> and <code>callerIdName</code> varies. If set to true, configure Calling for your external trunk in your Genesys Cloud organization. For more information, see Configure caller ID (Genesys Cloud Resource Center).
enableServerSideLogging	Boolean	The integration saves logs server-side (true) or does not save logs server-side (false).	Default: false. If set to true, Customer Care can access these logs directly, eliminating the need for you to send the logs. Warning: <code>enableServerSideLogging</code> must be a dynamic setting. If this value is hard-coded, your framework.js file will not pass security review. For more information about configuring a dynamic setting, see Embedded CRM Genesys Cloud Embedded Framework (GitHub). Tip: If you have a slow or unreliable Internet connection, or you risk running out of session storage, Genesys recommends that you do not set <code>enableServerSideLogging</code> to true.
enableCallHistory	Boolean	Allows agents to view their call history in the client.	Default: false.
defaultOutboundSMSCountryCode	String	The country code that the integration prefixes to numbers for outbound SMS interactions.	Default: +1. Use + followed by the appropriate country code. See also <code>type</code> on the clickToDial page.
searchTargets	Array	The contact types that the integration returns when users search for names or phone numbers before making calls or transferring interactions.	Values: people (from a Genesys Cloud organization), queues (from a Genesys Cloud organization), frameworkContacts (from an external CRM), externalContacts (from a Genesys Cloud organization). To use frameworkContacts, specify what contacts the integration searches for and returns from the external CRM. For more information, see contactSearch . If <code>searchTargets</code> is not used, the integration returns contact types from a Genesys Cloud organization.
callControls	Array	The call control elements to appear in the client and the order in which they appear.	Values: pickup, hold, mute, transfer, disconnect, record, securePause, dtmf, scheduleCallback, flag, requestAfterCallWork. If you add items to the array but do not include "pickup" or "disconnect", the integration automatically adds "pickup" and "disconnect" to the end of the call controls. If you use an empty array, the integration displays the default call controls. For more information, see Call controls (Genesys Cloud Resource Center).
theme	Object	See theme object .	
sso	Object	See sso object .	
display	Object	See display object .	

Example

The following example returns a `settings` object that affects the behavior of the integration.

```
config: {
  ...
  settings: {
    embedWebRTCByDefault: true,
    hideWebRTCPopUpOption: false,
    enableCallLogs: true,
    hideCallLogSubject: false,
    hideCallLogContact: false,
    hideCallLogRelation: false,
    enableTransferContext: true,
    dedicatedLoginWindow: false,
    embeddedInteractionWindow: true,
    enableConfigurableCallerId: false,
    enableServerSideLogging: false,
    enableCallHistory: false,
    defaultOutboundSMSCountryCode: "+1",
    searchTargets: ["people", "queues", "frameworkContacts", "externalContacts"],
    callControls: ["pickup", "transfer", "mute", "disconnect"],
    theme: {
      primary: "#62367A",
      text: "#DAD5DD",
      notification: {
        success: {
          primary: "#CCE5FF",
          text: "#004085"
        },
        error: {
          primary: "#f8D7DA",
          text: "#721C24"
        }
      }
    }
  }
}
```

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