

Use the extension points to customize saving interaction logs

Note: This article applies to Genesys Cloud for Salesforce.

You can use the extension points to customize saving interaction logs in Genesys Cloud for Salesforce. The extension points use the Salesforce Apex programming language.

Note: This article is an advanced customization topic meant for developers familiar with Salesforce.

Prerequisites

- A version of the managed package that includes the Extension Point Settings section. For more information, see [Configure extension points](#).

In Salesforce, create a single Apex file with an Apex class that implements the `purecloud.CTIExtension.SaveLog` interface. Define the Apex class as global so the code can be called by the integration.

purecloud.CTIExtension.SaveLog interface

Contains a method signature that you can define to customize saving logs in Genesys Cloud for Salesforce.

Usage

Use the method signature in the `purecloud.CTIExtension.SaveLog` interface to define how saving logs works.

onSaveLog method

Used to save interaction log information.

This method is called whenever the integration detects a change in the interaction log at certain interaction or user events. The method receives unsaved interaction log data for a task record.

If the method saves the data successfully, then return the ID of the record. If the method does not save the data, then return an empty string or null.

Input properties

The following properties are included in the JSON data that is passed to the method.

Name	Data type	Description	Notes
eventName	String	Represents the state that triggered <code>onSaveLog</code> .	Values: <code>interactionChanged</code> , <code>interactionDisconnected</code> , <code>interactionChangedAfterDisconnect</code> , <code>interactionACWCompleted</code> , <code>interactionRemoved</code> , <code>openCallLog</code> , <code>appDisconnected</code> .
interaction	Object	Represents the state of the interaction.	
callLog	Object	Interaction log data with changed values for the activity fields defined in Salesforce.	Only provides portions of the integration log that changed.

Output parameters

Name	Data type	Description	Notes
{return value}	String	ID of the interaction log that was saved or updated.	

For more information, see [Interaction logs](#) and [View and edit interaction logs](#).

Example

Important:

- Define the Apex class as global so the code can be called by the integration.
- If you implement more than one extension point (or interface), place them all in the same Apex file.

```
global class MyCTIExtensions implements purecloud.CTIExtension.SaveLog {
    public String onSaveLog(String data) {
        // Example: Save interaction Log as Task record after interaction is disconnected.
        Map<String, Object> saveLogData = (Map<String, Object>) JSON.deserializeUntyped(data);
        Map<String, Object> interaction = ( Map<String, Object>) saveLogData.get('interaction');
        Map<String, Object> callLog = ( Map<String, Object>) saveLogData.get('callLog');
        Boolean isDisconnected = (Boolean) interaction.get('isDisconnected');
        String callLogId = '';
        if (isDisconnected) {
            Task t = (Task) JSON.deserialize(JSON.serialize(callLog), Task.class);
            upsert t;
            callLogId = t.Id;
        }
        return callLogId;
    }
}
```

For more information, see [Extension points in Genesys Cloud for Salesforce](#).

For more information about the integration, see [About Genesys Cloud for Salesforce](#).

Was this article helpful?

☐ Yes

☐ No

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