



Deployment options

The Genesys Cloud Embeddable Framework integration can be created and consumed as public or private deployments.

Private deployment

Note: For support issues involving third-party platforms, before contacting Genesys Cloud Customer Care, first visit the Genesys Cloud Developer Forum. For more information, see Genesys Cloud Developer Forum 2 and Genesys Cloud Customer Care (Resource Center) 2.

Companies can create private deployments of the integration for their own use. Developers create a framework.js file. Then administrators add the integration and upload the framework.js file to the company's Genesys Cloud organization.

Companies can install a maximum of five different implementations in a single Genesys Cloud organization. Companies may want to use different implementations with various third-party products. Or they may want to use one implementation as a development environment for developers and another as a production environment for agents.

Only users in the company with the correct group assignments can use the integration in their Genesys Cloud organization.

For more information, see How to get started with a private deployment, iframe URLs, the Genesys Cloud Embeddable Framework tab in Create an OAuth client (Resource Center) . and Add a Private Genesys Cloud Embeddable Framework integration (Resource Center).

Public deployment

AppFoundry partners develop integrations and publish the integrations to the AppFoundry for public use.

Any company that has the correct permissions can enable the integration in the AppFoundry.

For more information, see How to get started wth a public deployment, iframe URLs, About the AppFoundry (Resource Center) [2], and the AppFoundry [2].



