Genesys Cloud.

ResourceCenter

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About the Genesys Cloud browser extensions

The Genesys Cloud browser extensions are versions of Genesys Cloud's contact center services in Chrome and Firefox (Genesys Cloud for Chrome and Genesys Cloud for Firefox).

> **Warning**: Do not run different versions of the Genesys Cloud embedded client (Genesys Cloud for Salesforce, Genesys Cloud for Zendesk, Genesys Cloud for Chrome, Genesys Cloud for Firefox, or Genesys Cloud Embeddable Framework) side by side. Otherwise, you will experience unusual behavior with interaction logs, WebRTC phones, and other functionality.

Overview

Two browser extensions (Genesys Cloud for Chrome and Genesys Cloud for Firefox) are available based on the browser that you use (Chrome or Firefox).

- Content list
- Release notes
- Name change
- Genesys Cloud for Chrome FAQs
- Genesys Cloud for Firefox FAQs
- Migrate Genesys Cloud for Chrome
- Manage Genesys Cloud embedding

Get started (administrators)

First review the requirements. Then install an extension and configure various settings.

- Requirements
- Install the extension
- Configure the extension
- Change the region of your Genesys Cloud organization

Advanced setup

Administrators can configure the extensions to use more advanced features.

- Screen pop
- Scripts

Get started (agents)

After an extension is installed, log in and begin to use the client.

- Browser requirements
- Access the client
- Log in to the client
- Language support

Client interface

From the client, you can access the menu and change your status and phone. The menu allows you to perform common tasks quickly, such as working with active interactions, making calls, or changing settings.

- Client interface
- Statuses
- Phones

Call controls and basic interaction tasks

Learn about the call controls in the client and how to perform basic tasks on interactions.

- Call controls
- Pick up an interaction
- Place a call on hold
- Transfer an interaction
- Schedule a callback
- Scripts
- Wrap up an interaction

CRM functionality

Review CRM functionality that impacts how you work.

- Click-to-dial

Client-configurable functionality

Learn what functionality and features you can control or configure in the client.

- Call forwarding
- Notifications
- Queue activation

Call history and user inbox notifications

Quickly view your call history and notifications about various items from the User Inbox in the client. The notifications alert you to tasks and information that require your attention in Genesys Cloud.

- Call history
- Evaluations
- Shift trade and time off requests
- Voicemail

Visual engagement

Improve customer interactions with visual engagement tools that allow you to view customers' computer screens or interact with their web browsers.

- Co-browse
- Screen share

Supported interaction types

The Genesys Cloud browser extensions currently support call, callback, outbound dialing, chat, email, message, and ACD voicemail interactions. For fuller functionality, run Genesys Cloud alongside the client.

- Calls
- Callbacks
- Outbound dialing
- Chats
- Emails
- Messages
- Voicemail

Troubleshoot

For problems with the Genesys Cloud browser extensions, browse troubleshooting information about individual issues. Before working with Customer Care, enable server-side logging.

- Troubleshoot
- Enable server-side logging

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○ Yes   ○ No

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