MyPureCloud / purecloud-for-salesforce-examples

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junji-genesys Update readme.md for consistency in capitalization   fd4c4f57 on Jul 28, 2020   ⏱ History

📁 assets/img   Replaced the images properly   12 months ago
📄 readme.md   Update readme.md for consistency in capitalization   10 months ago

≡ readme.md

Genesys Cloud for Salesforce SDK Examples

This repository contains examples for the Genesys Cloud for Salesforce SDK Rest client.

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Getting started

Prerequisites

- The Genesys Cloud for Salesforce managed package installed in your Salesforce organization.
- Authentication configured in the Genesys Cloud for Salesforce package.

Rest Class

Contains static methods that expose the Genesys Cloud API.

You can access the Rest API through the Rest class under the purecloud.SDK.Rest namespace. We expose the GET, PUT, POST, and DELETE methods. Currently, we are unable to support the PATCH method through the Salesforce Apex API.

Namespace

purecloud.SDK.Rest

Usage

Use these methods to access the Genesys Cloud API directly from your Salesforce environment through Apex code.

Example 1

This example shows how to do the following action:

- Get a user profile from Genesys Cloud.

Apex Code

```
HttpResponse response = purecloud.SDK.Rest.get('/platform/api/v2/users/0c2b31d0-9f8b-4328-97f2-50ffe98bee50/profile');
```
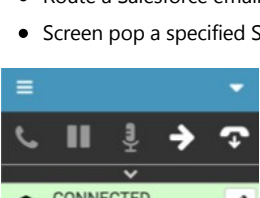
Example Response

```
{
    "id": "0c2b31d0-9f8b-4328-97f2-50ffe98bee50",
    "state": "active",
    "dateModified": "2020-05-11T17:16:50Z",
    "version": 11,
    "selfUri": "/api/v2/users/0c2b31d0-9f8b-4328-97f2-50ffe98bee50/profile",
    "organizationId": "",
    "general": {
        "name": [
            {
                "_id": "1JB9ZmJnCCKXlerwxAOZXC",
                "value": "John Smith",
                "labelKey": "name"
            }
        ]
    },
    "divisionId": "66a36751-2e12-4a41-b436-b86cf5edeb45"
}
```

Example 2

This example shows how to do the following actions:

- Route a Salesforce email to a specified queue.
- Screen pop a specified Salesforce page using the attributes property.

Apex Code

```
Map<String, Object> payload = new Map<String, Object>();
payload.put('queueId', '8897431f-99d9-4cfe-b098-d279c7776a49');
payload.put('provider', 'Salesforce');
payload.put('attributes', new Map<String, String>{ 'SF_URLPop' => '00336000003QVQm'});
HttpResponse response = purecloud.SDK.Rest.post('/platform/api/v2/conversations/emails', JSON.serialize(payload));
```

Resulting Payload

```
{
    "queueId": "8897431f-99d9-4cfe-b098-d279c7776a49",
    "provider": "Salesforce",
    "attributes": {
        "SF_URLPop": "00336000003QVQm"
    }
}
```
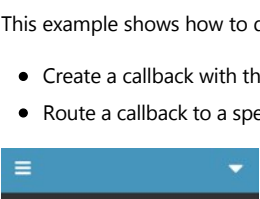
Example Response

```
{
    "id": "3f5ce394-0156-47a2-84af-9cfb6eb27b1e",
    "otherMediaUris": [],
    "selfUri": "/api/v2/conversations/emails/3f5ce394-0156-47a2-84af-9cfb6eb27b1e"
}
```

Example 3

This example shows how to do the following actions:

- Create a callback with the user name and callback number.
- Route a callback to a specified queue.

Apex Code

```
Map<String, Object> payload = new Map<String, Object>();
payload.put('callbackNumbers', new List<String>{ '+13172222222' });
payload.put('callbackUserName', 'John Smith');
payload.put('routingData', new Map<String, String>{'queueId' => '8897431f-99d9-4cfe-b098-d279c7776a49'});
HttpResponse response = purecloud.SDK.Rest.post('/platform/api/v2/conversations/callbacks', JSON.serialize(payload));
```

Resulting Payload

```
{
    "callbackNumbers":["+13172222222"],
    "callbackUserName": "John Smith",
    "routingData":{
        "queueId":"8897431f-99d9-4cfe-b098-d279c7776a49"
    }
}
```

Example Response

```
{
    "conversation": {
        "id": "71af6666-6742-43a4-bdf2-b46460471cc6",
        "selfUri": "/api/v2/conversations/71af6666-6742-43a4-bdf2-b46460471cc6"
    },
    "callbackIdentifiers": [
        {
            "type": "EXTERNAL",
            "id": "4f27a813-32ce-470e-a0e8-9672123e324b"
        },
        {
            "type": "ACD",
            "id": "b97adf09-7266-4844-a6a2-6f2495a6ab74"
        }
    ]
}
```

Additional Information

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For more information about Genesys Cloud for Salesforce, see About Genesys Cloud for Salesforce (Resource Center).