



About the Google data actions integration

The Google data actions integration uses custom actions to act on data in Google applications like Google Cloud and G Suite.

Overview

The Google data actions integration allows you to create custom actions that you can use throughout Genesys Cloud to act on data in Google applications. You can use these data actions to make routing decisions within your interaction flow in Architect, to present information to your agents in Scripts, or to act on data in other ways. Currently, the integration supports Google Cloud and G Suite.

- [Content list](#)
- [Release notes](#)
- [Data actions FAQs](#)
- [How the integration works](#)
- [Concepts](#)

Google Cloud Functions

The Google data actions integration supports the use of Google Cloud Functions with special processing to make them easier to use.

- [Setup for Google Cloud Functions](#)
- [Example function and data action](#)

Get started

Review the requirements. After you add the integration, create a custom action.

- [Requirements](#)
- [Configure Google Cloud Platform](#)
- [Add the integration](#)
- [Create a custom action](#)
- [Use a data action](#)

Troubleshoot

Browse information about common issues. Test data actions for help debugging issues.

- [Troubleshoot](#)
- [Test data actions](#)

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☐ No

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