



Example

The following code is a full example of the configuration, methods, and actions for Genesys Cloud Embeddable Framework. For an explanation of the configuration, methods, and actions for the framework, see [Configuration and methods](#) and [Actions](#)

Important: This example is not production-ready code and will not work as is. It is only meant to provide guidance.

Example configuration and methods

```
window.Framework = {
  config: {
    name: "AcmeCRM",
    clientIds: {
      "cac1.pure.cloud": "<your OAuth Client ID>",
      "mypurecloud.com": "<your OAuth Client ID>",
      "usw2.pure.cloud": "<your OAuth Client ID>",
      "aps1.pure.cloud": "<your OAuth Client ID>",
      "apne2.pure.cloud": "<your OAuth Client ID>",
      "mypurecloud.com.au": "<your OAuth Client ID>",
      "mypurecloud.jp": "<your OAuth Client ID>",
      "mypurecloud.ie": "<your OAuth Client ID>",
      "mypurecloud.de": "<your OAuth Client ID>",
      "euw2.pure.cloud": "<your OAuth Client ID>"
    },
    settings: {
      embedWebRTCByDefault: true,
      hideWebRTCPopUpOption: false,
      enableCallLogs: true,
      hideCallLogSubject: false,
      hideCallLogContact: false,
      hideCallLogRelation: false,
      enableTransferContext: true,
      dedicatedLoginWindow: false,
      embeddedInteractionWindow: true,
      enableConfigurableCallerId: false,
      enableServerSideLogging: false,
      enableCallHistory: false,
      defaultOutboundSMSCountryCode: "+1",
    }
  }
}
```

Example actions

```
window.PureCloud = {
  addAssociation: function ({
    type: "contact"
    id: "1234",
    text: "John Smith"
  }),
  addTransferContext: function ({
    name: "Case: 1234 - Broken Phone",
    attributes: {example_TransferContext: "1234"}
  }),
  clickToDial: function ({
    number: "3172222222",
    type: "call",
    autoPlace: true,
    queueId: "04a183b6-de9e-4c01-9e88-eab81799ad0z",
    attributes: {example_URLPop: "https://www.genesys.com"}
  }),
  subscribe([
    {
      type: "Interaction",
      categories: ["connect", "disconnect"],
      callback: function (category, data) {}
    },
    {
      type: "Notification",
      callback: function (category, data) {}
    },
    {
      type: "UserAction",
      callback: function (category, data) {}
    }
  ])
```

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