Genesys Cloud.

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addAssociation

addTransferContext

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subscribe

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Actions

The following methods are actions that you invoke to instruct the embedded agent interface of Genesys Cloud Embeddable Framework to perform a task. Add actions under the `window.PureCloud` object in your framework.js file.

```
window.PureCloud = {
    addAssociation: function ({type, id, text, select, interactionId}),
    addTransferContext: function ({name, attributes}),
    clickToDial: function ({number, address, autoPlace, queueId, attributes}),
    subscribe: function ({type, callback}),
    Interaction: {
        addCustomAttributes: function ({interactionId, attributes}),
        updateState: function ({action, id}),
        Chat: {
            getTranscript: function ({interactionId, callback})
        }
    },
    User: {
        getAuthToken: function (callback),
        setView: function (type, view),
        updateStatus: function (id),
        Notification: {
            notifyUser: function ({message, type}),
            setAudioConfiguration: function ({call, callback, chat, email, outbound dialing, message, voicemail})
        }
    }
};
```

Genesys Cloud method	Description
addAssociation	Adds a new contact or relation association to interaction logs.
addTransferContext	Allows agents to provide additional information when transferring interactions.
clickToDial	Automatically dials a phone number, sends an SMS message, or initiates an email.
subscribe	Subscribes to client events.
Interaction.addCustomAttributes	Adds custom attributes to interactions and syncs these attributes to interaction logs associated with these interactions.
Interaction.updateState	Updates the state of an interaction.
Interaction.Chat.getTranscript	Returns a chat transcript.
User.getAuthToken	Returns a Genesys Cloud authentication token for making public API requests.
User.setView	Sets the embedded agent interface to a specific view when the user creates an interaction (makes a call, sends an email, or sends an SMS message).
User.updateStatus	Updates user status.
User.Notification.notifyUser	Notifies users in the embedded agent interface with a message.
User.Notification.setAudioConfiguration	Sets incoming alerting interactions to ring (true) or not ring (false) based on the interaction type.

For information about configuration and methods you can use in your framework.js file, see Configuration and methods.

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