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Support

Before contacting Genesys Cloud Customer Care about an issue with your implementation of the Genesys Cloud Embeddable Framework, confirm that the issue is with the Genesys Cloud Embeddable Framework and not your code.

Genesys Cloud Customer Care is not responsible for your customization or your host application. They cannot help with issues such as writing call logs to your CRM, screen pops not working properly, or custom code not firing. Instead, they investigate issues with Genesys Cloud functionality such as call controls, WebRTC audio, or phone selection.

Run the following code as a framework.js file in the same context as your original framework.js file. This code contains the minimum needed to run the Genesys Cloud Embeddable Framework.

```
window.Framework = {
    config: {
        // Insert app name
        name: "",
        clientIds: {
            // Include your relevant OAuth Client ID in this section
            "cac1.pure.cloud": "",
            "mypurecloud.com": "",
            "usw2.pure.cloud": "",
            "aps1.pure.cloud": "",
            "apne2.pure.cloud": "",
            "mypurecloud.com.au": "",
            "mypurecloud.jp": "",
            "mypurecloud.ie": "",
            "mypurecloud.de": "",
            "euw2.pure.cloud": ""
        },
    },
    initialSetup: function () {
    }
};
```

If you cannot reproduce the issue with this framework.js file, then the issue is likely with your code.

If you can reproduce the issue with this framework.js file, then gather the console logs and the correlation IDs for the items that failed. After you have the console logs and correlation IDs, then contact Genesys Cloud Customer Care ↗.

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