

Events in Salesforce

Note: This article applies to Genesys Cloud for Salesforce.

You can configure the integration to fire or listen for events either in the Salesforce console in Salesforce Classic or in all versions of Lightning Experience (with the postMessage API or Lightning Message Service). The types of events and the way that you fire or listen for them depends on the Salesforce user interface that you use.

Note: This article is an advanced customization topic meant for developers familiar with Salesforce.

Important: Genesys recommends that new development for Lightning Experience use Lightning Message Service (LMS), not the postMessage API. Salesforce plans to release LMS in Summer '20. Genesys will eventually deprecate the use of the postMessage Web API.

Classic console postMessage API Lightning Message Service

Through Lightning Message Service, the integration can fire and listen for events being raised around status changes, interaction state changes, and subscriptions to Interaction, Notification, or UserActions events.

For example code, see [Events in Salesforce Lightning App](#) (GitHub).

Events

Configure the integration

Communicate with Genesys Cloud for Salesforce

The Genesys Cloud for Salesforce client exposes the following actions raised through Lightning Message Service.

- Interaction.addCustomAttributes
- Interaction.updateState
- User.updateStatus

Interaction.addCustomAttributes

Adds custom attributes to interactions.

Parameters

Name	Data type	Description	Notes
type	String	The type of action.	PureCloud. + the action name.
data	Object	See data object .	

data object

Defines the action.

Parameters

Name	Data type	Description	Notes
id	String	ID of the interaction.	
attributes	Object	Key-value pairs of custom interaction attributes.	

Example

```
{
  "type": "PureCloud.Interaction.addCustomAttributes",
  "data": {
    "id": "1234-1234-1234-1234",
    "attributes": {
      "record_url": "/0000413456"
    }
  }
}
```

Interaction.updateState

Updates the state of an interaction.

Parameters

Name	Data type	Description	Notes
type	String	The type of action.	PureCloud. + the action name.
data	Object	See data object .	

data object

Defines the action.

Parameters

Name	Data type	Description	Notes
action	String	Desired state of the interaction.	Values: pickup, disconnect, hold, mute, securePause, blindTransfer, consultTransfer, concludeTransfer, secureSession. Only use concludeTransfer for consult transfers and secureSession for secure IVR flows.
id	String	ID of the interaction.	
participantContext	Object	See participantContext object .	Only use participantContext when action is set to blindTransfer or consultTransfer.
secureSessionContext	Object	See secureSessionContext object .	Only use secureSessionContext when action is set to secureSession.

participantContext object

Defines the entity receiving the transfer.

Parameters

Name	Data type	Description	Notes
transferTarget	String	ID of an agent or queue, flow name, flow ID, or phone number for an external transfer.	Prefix flow name or flow ID with sip.; for example, sip:AuditorSecureFlow. Encode special characters with the encodeURIComponent () method.
transferTargetType	String	Type of transfer entity.	Values: userId, queueId, address. Use address with a flow name, a flow ID, or a phone number for an external transfer in transferTarget.

secureSessionContext object

Defines the entity receiving the transfer.

Parameters

Name	Data type	Required or optional	Description	Notes
flowId	String	Required	ID of the secure flow to receive the transferred interaction.	
userData	String	Required	Customer-provided data.	Maps to the Flow.InvocationData variable in the secure flow. Warning: Do not use secure or PCI data with userData.
disconnect	Boolean	Optional	Disconnects the interaction after creating the secure session (true) or does not disconnect the interaction after creating the secure session (false).	

Examples

The following example shows an interaction transferred to an agent or queue without consultation.

```
{
  "type": "PureCloud.Interaction.updateState",
  "data": {
    "action": "blindTransfer",
    "id": "1234-1234-1234-1234",
    "participantContext": {
      "transferTarget": "3175550123",
      "transferTargetType": "address"
    }
  }
}
```

The following example shows an interaction transferred to a secure IVR flow.

```
{
  "type": "PureCloud.interaction.updateState",
  "data": {
    "action": "secureSession",
    "id": "1234-1234-1234-1234",
    "secureSessionContext": {
      "flowId": "741f4f39-7a94-470d-a1dd-dd68d01e0dd8",
      "userData": "hello",
      "disconnect": false,
    }
  }
}
```

User.updateStatus

Updates user status.

Parameters

Name	Data type	Description	Notes
type	String	The type of action.	PureCloud. + the action name.
data	Object	See data object .	

data object

Defines the action.

Parameters

Name	Data type	Description	Notes
id	String	ID of the status.	

Example

```
{
  "type": "PureCloud.User.updateStatus",
  "data": {
    "id": "1234-1234-1234-1234"
  }
}
```

Subscribe to the message channel

For more information about the integration, see [About Genesys Cloud for Salesforce](#).

Was this article helpful?

Yes No

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