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About the Genesys Cloud data actions integration

The Genesys Cloud data actions integration uses static actions and custom actions that call the Genesys Cloud Platform API.

Important: You cannot use Genesys Cloud data actions to perform actions on conversations, such as transferring, recording, or disconnecting a call. For more information, see [Can I use Genesys Cloud data actions to perform actions on conversations?](#).

Overview

The Genesys Cloud data actions integration provides static actions and allows you to create custom actions that use the Platform API. 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.

The Genesys Cloud data actions integration uses a Genesys Cloud OAuth client to authorize access to the Platform API. For more information, see [Platform API](#) in the Genesys Cloud Developer Center.

- [Content list](#)
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Get started

Review the requirements. After you create a Genesys Cloud OAuth client and add the integration, either create a custom action or use a static action that the integration automatically generated.

- [Requirements](#)
- [Create an OAuth client](#)
- [Add the integration](#)
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Troubleshoot

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

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

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