Genesys Cloud

Developer **Center**

🔍 Search

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Configuration and methods

Configuration is used to help bootstrap initial functionality for Genesys Cloud Embeddable Framework. The methods are called when actions are performed inside Genesys Cloud. Add methods and configuration under the `window.Framework` object in your framework.js file.

```
window.Framework = {
    config: {
        name: "",
        clientIds: {},
        settings: {},
        helpLinks: {},
        customInteractionAttributes: [],
        getUserLanguage: function (callback),
    },
    initialSetup: function (),
    screenPop: function (searchString, interaction),
    processCallLog: function (callLog, interaction, eventName, onSuccess, onFailure),
    openCallLog: function (callLog),
    contactSearch: function (searchValue, onSuccess, onFailure)
}
```

Name	Type	Required or optional	Description
name	Configuration	Required	Defines the unique user-friendly identifier used for the deployment location, the product license name, and the product permission.
clientIds	Configuration	Required	Defines the OAuth Client ID to be used by the embedded agent interface.
settings	Configuration	Required	Defines enabled or disabled features in the embedded agent interface.
helpLinks	Configuration	Required	Defines external documentation links.
customInteractionAttributes	Configuration	Optional	Defines a list of custom interaction attribute names that the integration uses.
getUserLanguage	Configuration	Required	Defines the localization key used in the embedded agent interface.
initialSetup	Method	Required	Called after the embedded agent interface finishes loading the framework.js file.
screenPop	Method	Optional	Used to drive screen pop logic.
processCallLog	Method	Optional	Used to provide interaction log information.
openCallLog	Method	Optional	Used to process an open interaction log request.
contactSearch	Method	Optional	Defines which contacts the integration returns from an external CRM when users search for names or phone numbers before making calls or transferring interactions.

For information about actions you can use in your framework.js file, see Actions.

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