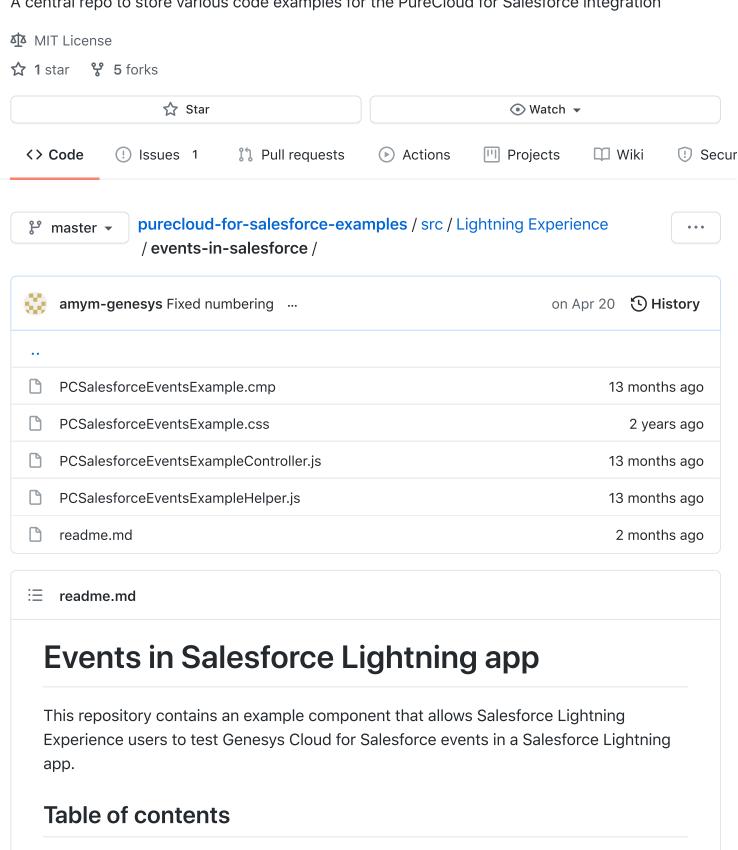
### MyPureCloud / purecloud-for-salesforce-examples

 Getting started TL;DR

A central repo to store various code examples for the PureCloud for Salesforce integration



- Prerequisites
- Installation
  - Check the version of the managed package
  - Create a Lightning component
  - Add a utility item
- Configuration
- Usage
- Additional information

## **Getting started**

#### TL;DR

- 1. Check the version of your Genesys Cloud for Salesforce managed package.
- 2. Create a Lightning app with the example code in the repository.
- 3. Enable client events in Genesys Cloud for Salesforce.
- 4. Use the example app to test Genesys Cloud for Salesforce events.

### **Prerequisites**

 Version of the Genesys Cloud for Salesforce managed package that supports Lightning Message Service.

### Installation

### Check the version of the managed package

- 1. Check the version of your Genesys Cloud for Salesforce managed package.
- 2. If the managed package does not support Lightning Message Service, update the managed package to a version that supports Lightning Message Service.

### Create a Lightning component

- 1. In the Developer Console, click **File** > **New** > **Lightning Component**.
- 2. Enter a name for your Lightning Bundle and click **Submit**.
- 3. Copy the contents of **PCSalesforceEventsExample.cmp** in the repository to your file and then save the file.
- 4. In the Lightning component navigation, click Controller.

- 5. Copy the contents of **PCSalesforceEventsExampleController.js** in the repository to your file and then save the file.
- 6. In the Lightning component navigation, click Helper.
- 7. Copy the contents of **PCSalesforceEventsExampleHelper.js** in the repository to your file and then save the file.
- 8. In the Lightning component navigation, click **Style**.
- 9. Copy the contents of **PCSalesforceEventsExample.css** in the repository to your file and then save the file.

### Add a utility item

- 1. In Salesforce Lightning Experience, click **Setup**.
- 2. Search for and click App Manager.
- 3. Find a Lightning app.
- 4. Click Arrow > Edit.
- 5. Under App Settings, click Utility Items.
- 6. Click Add Utility Item.
- 7. Select the Lightning component that you created.
- 8. Set Panel Width to 340 and Panel Height to 480.
- 9. Select **Start automatically**.
- 10. Click Save.

The Lightning component now appears on the lower-left corner of certain Lightning Experience pages.

# Configuration

- 1. In Salesforce Lightning Experience, click **Setup**.
- 2. Search for and click **Installed Packages**.
- 3. On the **Installed Packages** page, click **Configure** next to the Genesys Cloud for Salesforce package.
- 4. Under Choose a Call Center, select Genesys Cloud for Salesforce Lightning.
- 5. Under Client Event Settings, configure Client Event Messages.
- 6. For Client Event Message Type, select Lightning Message Channel.
- 7. For **Client Event Types**, at a minimum move **Interaction** and **UserAction** from **Available** to **Chosen**.
- 8. Click Save.

## Usage

After you complete the steps under **Installation** and **Configuration**, click the Lightning component to test Salesforce events.

- You can change the status of your user.
- You can also change the state of an active interaction with pickup, disconnect, hold, mute, or secure pause.

## **Additional information**

- Configure client events in the Genesys Cloud Resource Center
- Events in Salesforce in the Genesys Cloud Resource Center
- About Genesys Cloud for Salesforce in the Genesys Cloud Resource Center

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