Genesys Cloud.

Developer Center

Deployment options

Configuration and methods

Actions

Condensed conversation information

Example

Support

◄ Back

Genesys Cloud Embeddable Framework overview

Genesys Cloud Embeddable Framework is a toolkit designed to make developing integrations easy. AppFoundry partners and developers can use the embeddable framework to speed up the creation of embedded client integrations. The integration can be created and consumed as public or private deployments. For more information, see Deployment options.
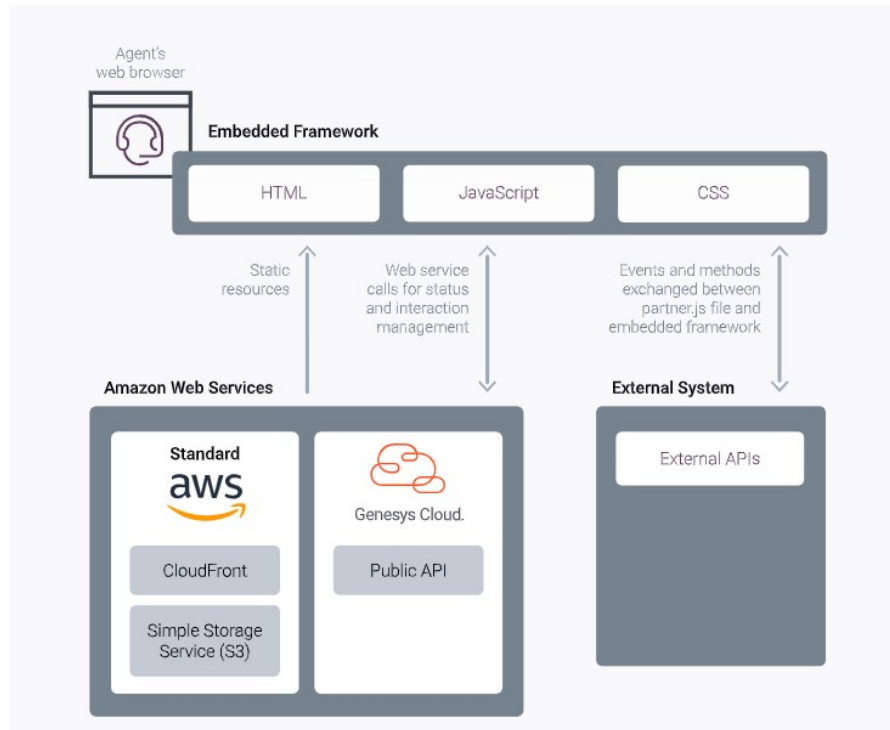
Genesys Cloud Embeddable Framework uses the common framework shared by our integrations for CRMs and browser extensions (Chrome ↗, Firefox ↗, Salesforce ↗, and Zendesk ↗). The framework manages the interaction life cycle, making API calls for the most common agent functions.

Improvements to the Genesys Cloud platform are automatically available to your implementation. Rather than building standard call center functionality, you can focus on developing a richer integration between Genesys Cloud and your external system.

You can explore the functionality of the Genesys Cloud Embeddable Framework APIs and see how to use the deployment types with two applications in the Genesys Cloud GitHub repository.

- Genesys Cloud Embeddable Framework Example allows you to explore the functionality of the Genesys Cloud Embeddable Framework APIs in real-time. For more information, see Genesys Cloud Embeddable Framework Example (GitHub) ↗.
- Genesys Cloud Embeddable Framework Mystery CRM illustrates how to use different deployment types (local, private, public) in the context of a CRM environment. For more information, see Genesys Cloud Embeddable Framework Mystery CRM (GitHub) ↗.

For end-user and administrator documentation, see About Genesys Cloud Embeddable Framework (Resource Center) ↗.

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