




 MyPureCloud / purecloud-embeddable-framework-example

This project contains example code that demonstrates how to use PureCloud Embeddable Framework.

 MIT License

 2 stars  7 forks


 Star

 Watch ▾


-  Code
-  Issues
-  Pull requests
-  Actions
-  Projects
-  Wiki
-  Security

 master ▾




 ININDevEvangelists

Updating to standard MIT license



on Feb 8

 11

[View code](#)

PureCloud Embeddable Framework Example

This repository contains a basic setup for a PureCloud Embeddable Framework example

 README.md

https://localhost/example.html x +

← → ↻ ⚠ Not Secure | localhost/example.html

PureCloud Embeddable Framework Example

Actions

Click-to-Dial

You can raise events from the main application to automatically place a call using the embedded client. [317222222](#)

Add Associations

addAssociation allows you to update options for Name or Related To fields in the Interaction Log view. The selected option is sent to the embeddable framework when processCallLog is raised.

```
{ "type": "contact", "id": "1234", "text": "Weather Line", "select": true }
```

Send Data

Add Custom Attributes

Interaction.addCustomAttributes allows you to add additional information to interactions and sync these attributes to call logs associated with these interactions. An example use case is to save the current state of an agent's workspace and transfer the workspace to a new agent.

```
{ "interactionId": "1234-1234-1234-1234", "attributes": { "exampleWorkspaceKey": "https://exampleworkspaceurl.com" } }
```

Send Data

Add Transfer Context

addTransferContext allows agents to provide additional information when transferring interactions.

```
{ "name": "Case: 1234 - Broken Phone", "attributes": { "PT_TransferContext": "1234" } }
```

Send Data

Contact Search Options

contactSearch allows you to define which contacts the integration returns from an external CRM when agents search for names or phone numbers before making calls or transferring interactions.

```
[{ "type": "external", "name": "Weather Line", "phone": [{ "number": "(317) 222-2222", "label": "Cell" }] }]
```

Send Data

PureCloud

Available

Table of Contents

- Getting Started
 - TL;DR
 - Prerequisites
 - Installation
 - Configuration
 - Usage
- Additional Information

Getting Started

TL;DR

- Clone the repository.
- Run `npm install`.
- Edit the `example.html` and `framework.js` files.
- Run a local server.
- Open the `example.html` file in your browser.

You can now interact with the PureCloud Embeddable Framework APIs in real-time.

Prerequisites

- Git installed on your computer.
- Node.js (with npm) installed on your computer.
- PureCloud credentials.
- A PureCloud OAuth client with the **Token Implicit Grant (Browser)** grant type selected.

For more information, see [Create an OAuth client \(Resource Center\)](#).

Installation

1. Clone the repository.
2. Run `npm install` in a command-line application.

Configuration

1. Edit the **example.html** file. This file is included in the cloned repository.

Note: If your PureCloud organization is located in North America (mypurecloud.com), you do not need to update the example.html file.

- a. Open the file in a text editor.
- b. Update the iframe URL to point to the correct region for your PureCloud organization.

For more information about the iframe URL, see [iframe URLs \(Developer Center\)](#).

For a list of regions, see [Change the region of your PureCloud organization \(Resource Center\)](#).

- c. Save your changes.

2. Edit the **framework.js** file. This file is included in the cloned repository.

- a. Open the file in a text editor.
- b. Under `clientId`, add **Client ID** to the region where your PureCloud organization is located. Client ID is found in the OAuth client that you created in PureCloud.

For more information about `clientId`, see [clientId \(Developer Center\)](#). For more information about the OAuth client, see [Prerequisites](#).

- c. Save your changes.

Usage

1. Run a local server.

- Windows
 - a. Run **Command Prompt** as an administrator.
 - b. Type `cd {name of your PureCloud Embeddable Framework project}` .
 - c. Type `node server.js` .
 - macOS
 - a. Open a **Terminal** window.
 - b. Type `cd {name of your PureCloud Embeddable Framework project}` .
 - c. Type `sudo node server.js` .
2. In your browser, go to <https://localhost/example.html>.
 3. Log in to the client.

You can now interact with the example page and explore the PureCloud Embeddable Framework APIs in real-time. For example, to see how click-to-dial works, click the click-to-dial link on the example page.

Additional Information

This content is [licensed](#) under the MIT license.

For more information about PureCloud Embeddable Framework, see [PureCloud Embeddable Framework overview \(Developer Center\)](#) and [About PureCloud Embeddable Framework \(Resource Center\)](#).

Releases

No releases published

Packages

No packages published

Contributors 3



junji-genesys



ININDevEvangelists Genesys Developer Evangelists



PrinceNebulon Tim S.

Languages

