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Genesys Cloud for Zendesk architecture

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Settings in Genesys Cloud for Zendesk

Install Genesys Cloud for Zendesk

Is the subject line for interactions in Genesys Cloud for Salesforce and Genesys Cloud for Zendesk always automatically populated?

About Genesys Cloud for Zendesk

The Genesys Cloud for Zendesk integration is a version of Genesys Cloud's contact center services inside Zendesk.

Warning: Do not run different versions of the Genesys Cloud embedded client (Genesys Cloud for Salesforce, Genesys Cloud for Zendesk, Genesys Cloud for Chrome, Genesys Cloud for Firefox, or Genesys Cloud Embeddable Framework) side by side. Otherwise, you will experience unusual behavior with interaction logs, WebRTC phones, and other functionality.

Overview

With the Genesys Cloud for Zendesk integration, there is nothing to install on each user's computer and nothing to maintain or back up on your servers.

- Content list
- Release notes
- Name change
- Genesys Cloud for Zendesk FAQs
- Architecture diagram
- Chrome autoplay policy changes
- Manage Genesys Cloud embedding

Get started (administrators)

First review the requirements. Then install the integration and configure various settings.

- Requirements
- Install Genesys Cloud for Zendesk
- Settings in Genesys Cloud for Zendesk

Advanced setup

Administrators can configure the integration to use more advanced features.

- Interaction attributes
- Screen pop
- Scripts
- Search

Get started (agents)

After the integration is installed, log in and begin to use the client.

- Browser requirements
- Access the client
- Log in to the client
- Language support

Client interface

From the client, you can access the menu and change your status and phone. The menu allows you to perform common tasks quickly, such as working with active interactions, making calls, or changing settings.

- Client interface
- Statuses
- Phones

Call controls and basic interaction tasks

Learn about the call controls in the client and how to perform basic tasks on interactions.

- Call controls
- Pick up an interaction
- Place a call on hold
- Transfer an interaction
- Schedule a callback
- Scripts
- Wrap up an interaction

CRM functionality

Review CRM functionality that impacts how you work.

- Click-to-dial
- Interaction logs

Client-configurable functionality

Learn what functionality and features you can control or configure in the client.

- Call forwarding
- Notifications
- Queue activation

Call history and user inbox notifications

Quickly view your call history and notifications about various items from the User Inbox in the client. The notifications alert you to tasks and information that require your attention in Genesys Cloud.

- Call history
- Evaluations
- Shift trade and time off requests
- Voicemail

Visual engagement

Improve customer interactions with visual engagement tools that allow you to view customers' computer screens or interact with their web browsers.

- Co-browse
- Screen share

Supported interaction types

Genesys Cloud for Zendesk currently supports call, callback, outbound dialing, chat, email, message, and ACD voicemail interactions. For fuller functionality, run Genesys Cloud alongside the client.

- Calls
- Callbacks
- Outbound dialing
- Chats
- Emails
- Messages
- Voicemail

Troubleshoot

For any problems with Genesys Cloud for Zendesk, browse troubleshooting information about individual issues. Before working with Customer Care, enable server-side logging.

- Troubleshoot Genesys Cloud for Zendesk
- Enable server-side logging

Was this article helpful?   ○ Yes   ○ No

Still have questions?
Ask the community