PureCloud Integrations 12/19

1. 3 Main Bridge Connector Integrations
   1. Web Browser Platform and Bridge Server
   2. CRM Integration
   3. Other PureCloud API integrations for SingleSignOn, WebHooks and Web ChatRouting
2. Bridge Platform Includes:
   1. Server->Connector->DataSource
   2. Connector->PureCloud
   3. PureCloud->Services and Admin

A PureCloud BridgeServer is request for data we us Bridge Actions The Bridge Action works with PureCloud Bridge Service and Bridge Server to get data we need.

Bridge Platform

Component 1. Bridge Services-web servers contain config, distribute and manage servers

2. Bridge Server-window App host connectors, installed on premise or AWS

3. Bridge Connectors- plugins

3 Types Bridge Connectors includes Collaborate, DataDipConnectors and third, WorkForce Mang and Historical data.

Example Below How to use PureCloud for SalesForce, ZenDesk and Chrome Extension.

Types of PureCloud API Integration

1. Single Sign on: incljding 3rd party like OneLogin
2. Webhooks send messages to PureCloud GroupChat
3. Web Chat Widget

PureCloud Admin:

1. Click Integrations- for Bridge Connectors, CRM Integrations and PureCloud API Integrations

DataDip Bridge Connector

1. Makes data from external system to call flow

2. Specific Connectors like Salesforce and ZenDesk

3. WebServices DataDip-requires web service to mediate between connector

HOW?

Git, Genesys , PureCloud

Sample Library for WebService to DataDip to Connector

SQL- BridgeServer SQL Rest Connector

PureCloud for SalesForce Integration calls are logged as Tasks

PureCloud ZenDesk Integration and Submit Ticket Similar to SF

PureCloud Chrome Extension supports web browser

Webhook Integrations use for BitBucket, GitHub, JIRA, Trello, ZenDesk, Genesys and Widgets of course

To Integrate WebChat Widget for User to Chat With Agent Directly from Website

1. Edit source of page one our website
2. Add a reference to PureCloud JS API to our page source
3. Add chat config center var chat config ={“paramter”:”value”}
4. Set Properties for Chat Session, Add Variables in Chat Config Container/AKA Chat Variables see PureCloud/Developer Tools

SalesForce PureCloud Integration-Install PureCloud for SF Managed Package

Login AppExchange

Install as Admin in Production/Developer Org or Sandbox Confirm and Install for Admins, Approve 3rd Party and Install Complete

In SF

Setup->Installed Packages-> notice PureCloud for SF->Config in Lightning

Call Centers->choose PureCloud for SF Lightning and leave default

And Embed scripts in Console and allows interface docked/not popup/out

Setup->SoftPhone layouts, this is same setup as previously written about CTI I did last year.

Continue->New SoftPhone Layout, Name and save.

Setup->CallCenters->PureCloud for SF Lightning and Edit

In CTI Adapter URL apps.mypurecloud.com

Again go to Setup in SF ->Call Centers-> click on PureCloud for SF Lightning and add Users, search for user, add user/agent, invite user/agent to reset password. Then

Go to App Manager- > lightning Sales->Utility Bar->Open CTI Phone then Utility Item Properties Menu and save and done.

Now App-> Sales->Click Phone Icon in bottom and login to web module/cti using PureCloud creds. Third party Dialer in SF using Genesys PureCloud is ready. Basic interface.

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Next is PureCloud ZenDesk