1. For Oauth, the re-direct URL is : <https://www.getpostman.com/oauth2/callback>
   1. <https://developer.genesys.cloud/api/rest/postman/>
2. Agent Assist for Chat Interaction for providing recommendations
   1. <https://developer.genesys.cloud/api/tutorials/agent-chat-assistant/#language=javascript&step=0>
   2. Deployment Guide for Chat Assistant on Genesys Cloud: <https://developer.genesys.cloud/blueprints/chat-assistant-blueprint/>
      1. This Genesys Blueprint provides instructions for deploying a chat assistant on Genesys Cloud. The Chat Assistant actively listens to the chat interaction and suggest responses based on keywords. Sending messages and the typing indicator features of the Chat API will be convenient in this scenario.
3. ACD : Automatic Call Distribution
4. Lucy Future
   1. Create conversation through email: <https://developer.genesys.cloud/api/tutorials/chat-email-routing/#language=nodejs&step=0>
   2. Pagerduty use case: <https://developer.genesys.cloud/blueprints/aws-eventbridge-oauth-client-delete-blueprint/>
   3. Email translation: <https://developer.genesys.cloud/blueprints/email-translator-blueprint/>
   4. Screen recording: <https://developer.genesys.cloud/blog/2018-02-01-purecloud-screen-recording/>
   5. Appfoundry Reseller: <https://developer.genesys.cloud/appfoundry/resellers-on-appfoundry>
   6. <https://developer.genesys.cloud/api/digital/openmessaging/>
5. Playground:
   1. <https://developer.genesys.cloud/blueprints/bot-connector-for-ms-power-virtual-agent/>
6. Create web chat : <https://developer.genesys.cloud/api/rest/v2/conversations/#post-api-v2-conversations-chats>
7. 3rd Party Chat and Email Routing: <https://developer.genesys.cloud/api/tutorials/chat-email-routing/#language=nodejs&step=0>
8. Webchat (main page : https://developer.genesys.cloud/api/digital/)
   1. Web Chat allows customers to chat synchronously with contact center agents directly from your website. – **Genesys’s own bot**
      1. <https://developer.genesys.cloud/api/digital/webchat/>
   2. Guest Chat : <https://developer.genesys.cloud/api/digital/webchat/guestchat>
      1. **These APIs contain functionality to create a new chat conversation, retrieve previous chat history, send messages, set the typing indicator, and leave the chat. Receiving messages, membership changes, and other real-time events are available via a WebSocket connection.**
      2. Flow:
         1. Get auth token by using <https://login.usw2.pure.cloud/oauth/token?grant_type=client_credentials> using client ID and secret
         2. Use auth token to get JWT token from **POST /api/v2/signeddata** with the following body
            1. accountNumber
            2. accountName

Text, rectangle

Description automatically generated with medium confidence

* + - 1. Use the received JWT token as **memberAuthToken** param in the following call:
      3. Use auth token to get **memberAuthToken** from
      4. organizationId and deploymentId must match a valid Web Chat or Widget Deployment
      5. routingTarget.targetAddress must be the name of an ACD queue in the organization
      6. If the deployment is configured to require authentication, the property memberAuthToken must be sent in the request body when creating the chat.
      7. Shape, rectangle

         Description automatically generated
      8. Create WSS conversation object by POST /api/v2/webchat/guest/conversations creates the conversation object, but does not place the conversation in queue until after the guest's WebSocket has connected.
      9. Also, The value must be a JWT returned from the API endpoint POST /api/v2/signeddata. (**to be done after making an unauthenticated request, also need accountNumber and accountName) THIS WILL GIVE US ANOTHER JWT**
      10. Some routing information was found on the conversation ID API:
      11. "conversationRoutingData": {
      12. "queue": {
      13. "id": "8e5cc98a-0798-4258-8e0d-0eab608c40a3",
      14. "selfUri": "/api/v2/routing/queues/8e5cc98a-0798-4258-8e0d-0eab608c40a3"
      15. },
  1. Third Party Email and Chat Routing : <https://developer.genesys.cloud/api/rest/v2/conversations/third-party-object-routing>
     1. <https://developer.genesys.cloud/blog/2019-03-07-3rd-party-chatbots-with-purecloud/>
     2. <https://developer.genesys.cloud/api/tutorials/chat-email-routing/#language=nodejs&step=0>

Guest Chat : <https://developer.genesys.cloud/api/digital/webchat/guestchat>

**These APIs contain functionality to create a new chat conversation, retrieve previous chat history, send messages, set the typing indicator, and leave the chat. Receiving messages, membership changes, and other real-time events are available via a WebSocket connection.**

Flow:

* + - 1. Get auth token by using <https://login.usw2.pure.cloud/oauth/token?grant_type=client_credentials> using client ID and secret
      2. Use auth token to get JWT token from **POST /api/v2/signeddata** with the following body
         1. accountNumber
         2. accountName

Text, rectangle

Description automatically generated with medium confidence

* + - 1. Get the JWT token as response

Background pattern

Description automatically generated

* + - 1. Use the received JWT token as **memberAuthToken** param in the following create chat call: (require **organizationId** and **deploymentId** must match a valid Web Chat or Widget Deployment & routingTarget.targetAddress must be the name of an ACD queue in the organization)

Text

Description automatically generated

* + - 1. Response with new **JWT** token to be used in consecutive requests:

Text

Description automatically generated

* + - 1. Use auth token to get **memberAuthToken** from
      2. If the deployment is configured to require authentication, the property memberAuthToken must be sent in the request body when creating the chat.
      3. Shape, rectangle

         Description automatically generated
      4. Create WSS conversation object by POST /api/v2/webchat/guest/conversations creates the conversation object, but does not place the conversation in queue until after the guest's WebSocket has connected.
      5. Also, The value must be a JWT returned from the API endpoint POST /api/v2/signeddata. (**to be done after making an unauthenticated request, also need accountNumber and accountName) THIS WILL GIVE US ANOTHER JWT**
      6. Some routing information was found on the conversation ID API:
      7. "conversationRoutingData": {
      8. "queue": {
      9. "id": "8e5cc98a-0798-4258-8e0d-0eab608c40a3",
      10. "selfUri": "/api/v2/routing/queues/8e5cc98a-0798-4258-8e0d-0eab608c40a3"
      11. },

https://developer.genesys.cloud/api/rest/postman/

https://developer.genesys.cloud/api/digital/

https://developer.genesys.cloud/api/digital/webchat/guestchat#authenticated-chat

https://developer.genesys.cloud/api/rest/v2/conversations/third-party-object-routing

https://developer.genesys.cloud/blog/2019-03-07-3rd-party-chatbots-with-purecloud/

https://developer.genesys.cloud/api/tutorials/chat-email-routing/#language=nodejs&step=0

<https://developer.genesys.cloud/api/rest/v2/conversations/#post-api-v2-conversations-chats>

<https://apps.usw2.pure.cloud/directory/#/feedback>

SDK : const platformClient = require('platformClient');

<https://developer.dev-genesys.cloud/api/rest/client-libraries/javascript-guest/WebChatApi>

<https://developer.genesys.cloud/blog/2019-03-07-3rd-party-chatbots-with-purecloud/>

<https://developer.genesys.cloud/api/digital/webchat/guestchat#send-messages>

<https://developer.genesys.cloud/api/rest/v2/conversations/>

<https://developer.genesys.cloud/api/rest/v2/conversations/overview>

1. Able to get access token
   1. https://login.usw2.pure.cloud/oauth/token?grant\_type=client\_credentials
2. Able to create chat with access token and get WSS socket
   1. https://api.usw2.pure.cloud/api/v2/webchat/guest/conversations
3. Able to POST messages to current chat
   1. https://api.usw2.pure.cloud/api/v2/webchat/guest/conversations/a31cd451-4ca4-4d0b-bcb3-f78d871486f3/members/a8b8e6c1-c266-47ba-ae93-5fa2ea72300b/messages
4. Able to get metadata of the current chat
   1. <https://api.usw2.pure.cloud/api/v2/conversations/chats/4fee5402-f23a-479d-92bd-8d48ab6b9967> - Existing with Mukes
   2. <https://api.usw2.pure.cloud/api/v2/conversations/chats/a31cd451-4ca4-4d0b-bcb3-f78d871486f3>
5. UNABLE TO GET MESSAGES OF THE CURRENT /ACTIVE CHAT
   1. <https://api.usw2.pure.cloud/api/v2/conversations/chats/a31cd451-4ca4-4d0b-bcb3-f78d871486f3> - NOT ABLE TO GET WHEN CHAT ACTIVE, only when disconnected
   2. user is not an active member on the conversation genesys