



GENESYS Cloud CX™

Genesys Cloud CX Process Automation

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1 Introduction

- The code is designed to configure different resources automatically by making API requests to a Genesys Cloud organization.
- The API requests are done using python SDK, using Names as input.
- The code covers the following:
 1. The assignment of:
 - a. Users to Queues
 - b. Wrap-up codes to Queues
 - c. Roles to Users
 2. The Bulk addition of:
 - a. Queues
 - b. Wrap-up codes

2 Code Overview

2.1 Code Functions

- The Code consists of 12 functions:
 - OAuth function
 - Assignment functions
 - Add Bulk functions

```
Genesys_Automation_V1.py > OAuth
1 import PureCloudPlatformClientV2
2 from PureCloudPlatformClientV2.rest import ApiException
3 import os
4
5 > def OAuth():...
41
42 > def Users():...
71
72 > def Queues():...
92
93 > def Wrapupcodes():...
115
116 > def Roles():...
138
139 > def Users_to_Queue(Users,Queues):...
153
154 > def Wrapupcodes_to_Queue(Wrapupcodes,Queues):...
167
168 > def Users_to_Roles(Users,Roles):...
180
181 > def Add_Bulk_Queue():...
193
194 > def Add_Bulk_Wrapupcodes():...
206
207 > def Add_Bulk_Menu():...
216
217 > def Assignment_Menu():...
```

2.1.1 OAuth function

- Obtains bearer token needed for Genesys Cloud authentication.

2.1.2 Assignment functions

- The functions *Users ()*, *Queues ()*, *Wrapupcodes ()* and *Roles ()* are used to extract the IDs of the provided name resources.
- The functions *Users_to_Queues ()*, *Wrapupcodes_to_Queues ()*, *Users_to_Roles ()* and *Roles ()* are used to assign the name resources provided the extracted IDs.

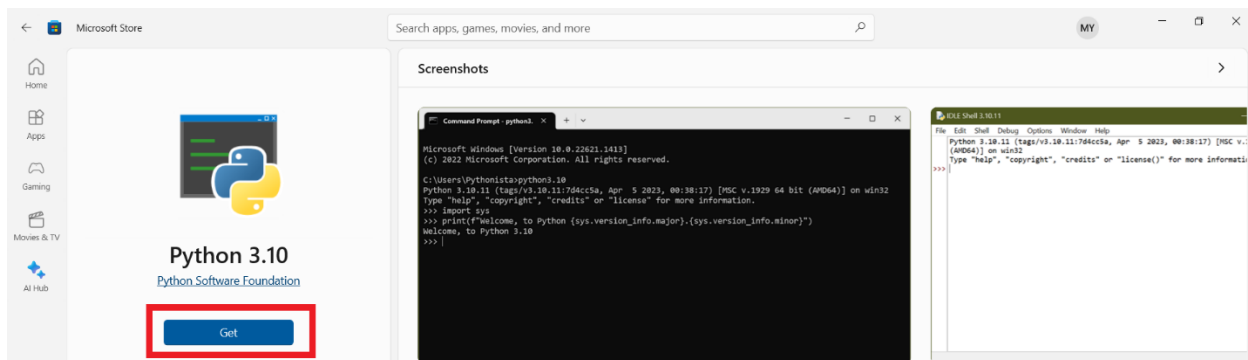
2.1.3 Add Bulk functions.

- The functions *Add_Bulk_Queues ()* and *Add_Bulk_Wrapupcodes ()* are used to create bulk resources provided the naming of them.

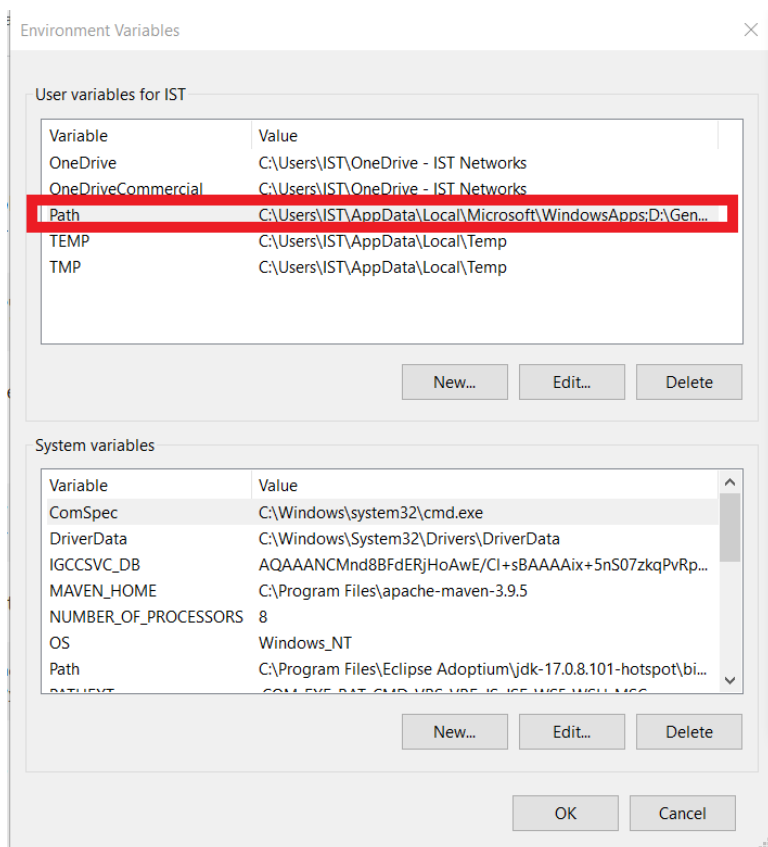
2.2 Prerequisites

2.2.1 Microsoft Store

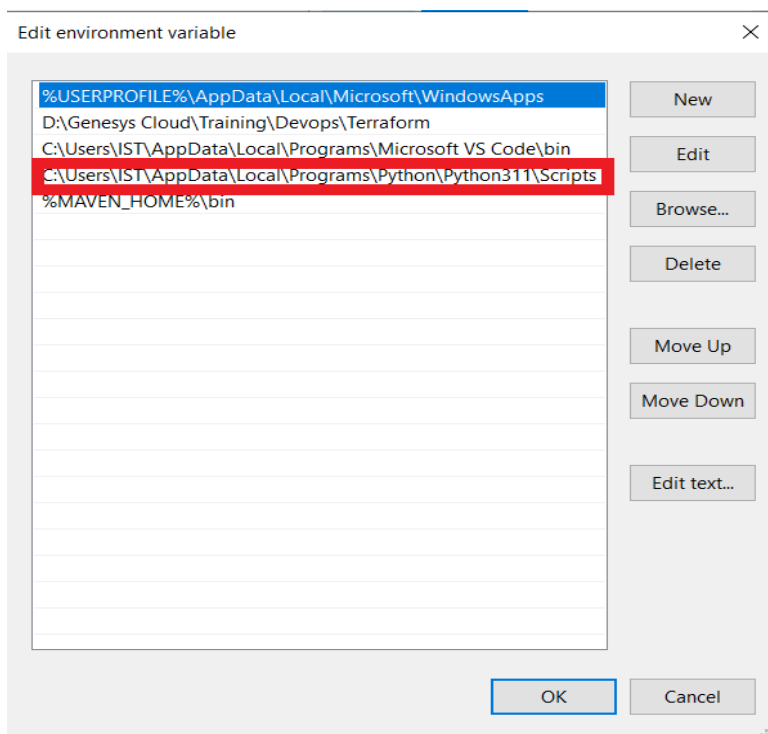
- Download Python from Microsoft Store



2.2.2 Add Environment Variable in PATH

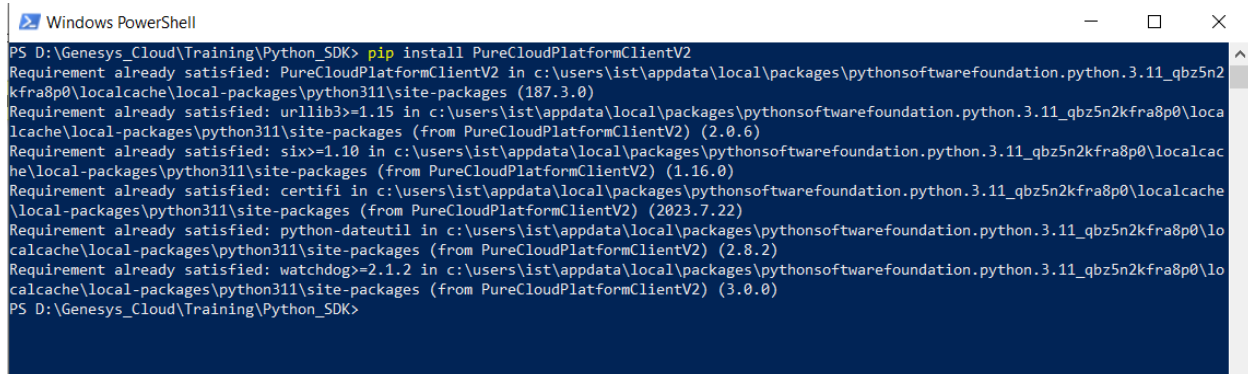


- *Path:* C:\Users\IST\AppData\Local\Programs\Python\Python311\Scripts



2.2.3 PureCloudPlatformClientV2 Module

- `pip install PureCloudPlatformClientV2`



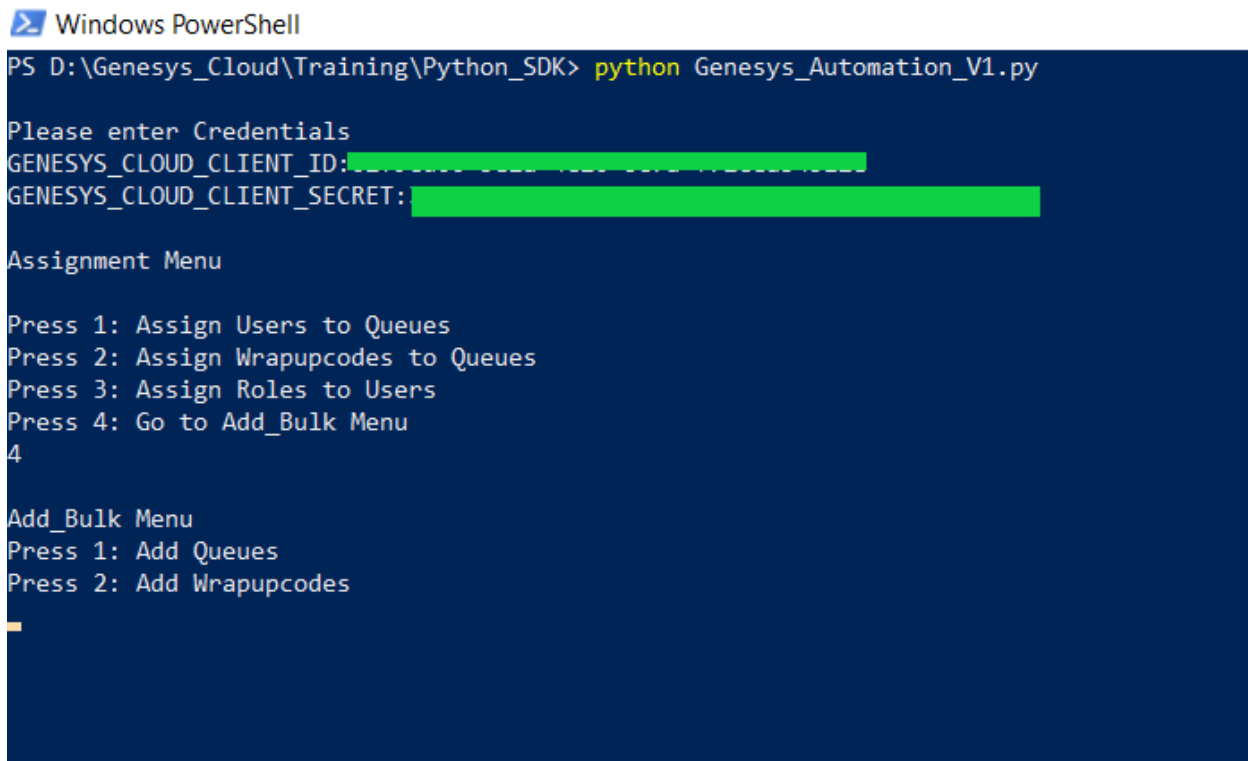
```
Windows PowerShell
PS D:\Genesys_Cloud\Training\Python_SDK> pip install PureCloudPlatformClientV2
Requirement already satisfied: PureCloudPlatformClientV2 in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (187.3.0)
Requirement already satisfied: urllib3>=1.15 in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (from PureCloudPlatformClientV2) (2.0.6)
Requirement already satisfied: six>=1.10 in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (from PureCloudPlatformClientV2) (1.16.0)
Requirement already satisfied: certifi in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (from PureCloudPlatformClientV2) (2023.7.22)
Requirement already satisfied: python-dateutil in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (from PureCloudPlatformClientV2) (2.8.2)
Requirement already satisfied: watchdog>=2.1.2 in c:\users\ist\appdata\local\packages\pythonsoftwarefoundation.python.3.11_qbz5n2kfra8p0\localcache\local-packages\python311\site-packages (from PureCloudPlatformClientV2) (3.0.0)
PS D:\Genesys_Cloud\Training\Python_SDK>
```

2.3 Code Deep Inspection

- Make sure you stand in the right directory.
- Run `python nameoffile.py`

2.3.1 OAuth (Credentials)

- Make sure that credtionalans have *Admin* permissions.
- Enter the Client ID and Client secret of the organization.



```
Windows PowerShell
PS D:\Genesys_Cloud\Training\Python_SDK> python Genesys_Automation_V1.py

Please enter Credentials
GENESYS_CLOUD_CLIENT_ID: [REDACTED]
GENESYS_CLOUD_CLIENT_SECRET: [REDACTED]

Assignment Menu

Press 1: Assign Users to Queues
Press 2: Assign Wrapupcodes to Queues
Press 3: Assign Roles to Users
Press 4: Go to Add_Bulk Menu
4

Add_Bulk Menu
Press 1: Add Queues
Press 2: Add Wrapupcodes
```

2.3.2 Assignment Menu and Add_Bulk Menu

- Choose which resources want to be assigned to which by pressing the appropriate number or navigate to the *Add_Bulk* Menu.
- *Assignment* Menu
 - Users to Queues
 - Wrap-up codes to Queues
 - Roles to Users
- *Add_Bulk* Menu
 - Add Queues
 - Add Wrap-up codes.

Assignment Menu

Press 1: Assign Users to Queues
Press 2: Assign Wrapupcodes to Queues
Press 3: Assign Roles to Users
Press 4: Go to Add_Bulk Menu

4

Add_Bulk Menu

Press 1: Add Queues
Press 2: Add Wrapupcodes

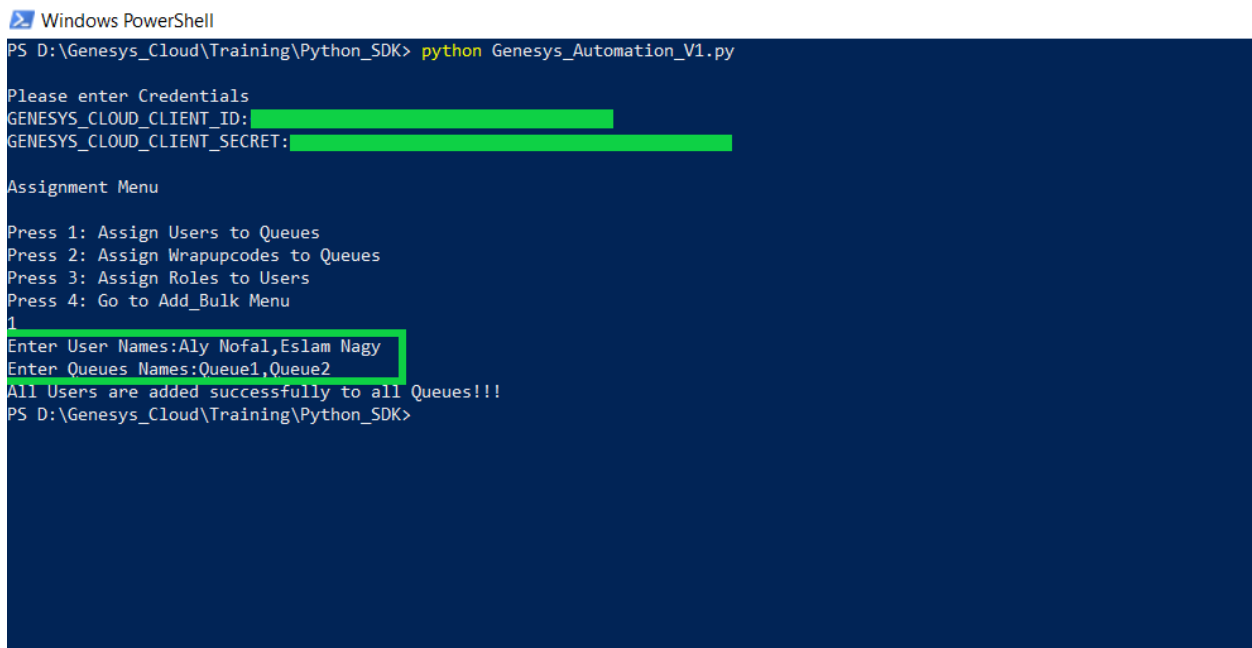
3 Code Example

- Organization: IST Networks (Ireland)
- Let us assume we have the following Configuration:
 - Queues: Queue1, Queue2
 - Wrap-up Codes: Wrapup1, Wrapup2
 - Users: Aly Nofal, Eslam Nagy

3.1 Assign Users to Queues

3.1.1 Users Configured

- The Names should enter as follows **Name1, Name2** without making any spaces, as it matches exactly.
- Same applies to Wrap up codes and Roles.



```
Windows PowerShell
PS D:\Genesys_Cloud\Training\Python_SDK> python Genesys_Automation_V1.py

Please enter Credentials
GENESYS_CLOUD_CLIENT_ID: 
GENESYS_CLOUD_CLIENT_SECRET: 

Assignment Menu
Press 1: Assign Users to Queues
Press 2: Assign Wrapupcodes to Queues
Press 3: Assign Roles to Users
Press 4: Go to Add_Bulk Menu
1
Enter User Names:Aly Nofal,Eslam Nagy
Enter Queues Names:Queue1,Queue2
All Users are added successfully to all Queues!!!
PS D:\Genesys_Cloud\Training\Python_SDK>
```


3.1.2 User **not** Configured.

- If resource not found, the code will break and list all not found resources.
 - Same applies for Queues, Wrap up codes and Roles.

```
Windows PowerShell
PS D:\Genesys_Cloud\Training\Python_SDK> python Genesys_Automation_V1.py

Please enter Credentials
GENESYS_CLOUD_CLIENT_ID: [REDACTED]
GENESYS_CLOUD_CLIENT_SECRET: [REDACTED]

Assignment Menu

Press 1: Assign Users to Queues
Press 2: Assign Wrapupcodes to Queues
Press 3: Assign Roles to Users
Press 4: Go to Add_Bulk Menu
1
Enter User Names:Aly Nofal,Marwan Youssef
List of Users did not find ID ['Marwan Youssef']
STOP HERE!!!,please check your input list,then try again
PS D:\Genesys_Cloud\Training\Python_SDK>
```

3.2 Assign Wrap-up codes to Queues.

```
Windows PowerShell
PS D:\Genesys_Cloud\Training\Python_SDK> python Genesys_Automation_V1.py

Please enter Credentials
GENESYS_CLOUD_CLIENT_ID: [REDACTED]
GENESYS_CLOUD_CLIENT_SECRET: [REDACTED]

Assignment Menu

Press 1: Assign Users to Queues
Press 2: Assign Wrapupcodes to Queues
Press 3: Assign Roles to Users
Press 4: Go to Add_Bulk Menu
2
Enter Wrapup Codes Names:Wrapup1,Wrapup2
Enter Queues Names:Queue1,Queue2
All Wrapup-codes are added successfully to all Queues!!!
PS D:\Genesys_Cloud\Training\Python_SDK>
```