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GENESYS

PureConnect Integration with Genesys Intelligent Automation

Technical Reference

Abstract

This document describes how to integrate Pureconnect with Genesys Intelligent Automation

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/pureconnect.

For copyright and trademark information, see https://help.genesys.com/pureconnect/desktop/copyright_and_trademark_information.htm.

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Introduction to PureConnect Integration with Genesys Intelligent Automation

The PureConnect integration with Genesys Intelligent Automation is a fully tested, secure offering that allows easy integration of chatbots and voice bots with on-premises and cloud implementations of PureConnect.

Capabilities

Voice

- Directed dialog-based IVR with Nuance
- Visualization of directed dialog-based IVR
- Voice bots powered by speech-to-text and natural language processing

Chat and messaging channels

- Chatbots based on directed dialog
- Chatbots with natural language processing overlay

About Genesys Intelligent Automation

Genesys Intelligent Automation installs on-premises or in the cloud to allow businesses to develop personalized bots, microapps, intelligent assistants, IVR applications, and more. It integrates with Genesys Dialog Engine, third-party <u>Natural Language Processing</u> (NLP), Artificial Intelligence (AI), and directed dialog capabilities to drive a better customer experience and reduce costs.

Through a directed dialog or natural language detection, Genesys Intelligent Automation can understand when in the conversation your customer needs to talk to a human. It can then route the conversation to the appropriate agent and carry over the context and history of the conversation so that the agent knows what happened during the bot interaction. Similarly, you can program bots to hand off interactions to human agents at any time. For a demo, see https://www.genesys.com/customer-experience/innovations/google-cloud-contact-center-ai.

Currently, PureConnect supports all features of Genesys Intelligent Automation except the following:

- Conversation Manager
- Multi-modal
- Smart Transfer
- Whisper Transfer

For more information about:

- Genesys Intelligent Automation, see Genesys Intelligent Automation.
- Installing and configuring Genesys Intelligent Automation, see the Genesys Intelligent Automation Deployment Guide.
- Using Genesys Intelligent Automation, see the <u>Genesys Intelligent Automation Help</u>.
- Genesys Intelligent Automation features, see the Genesys Intelligent Automation Reference Guide.
- Dialog Engine, see Integrating Dialog Engine in the Genesys Intelligent Automation Deployment Guide.

Genesys Intelligent Automation Benefits

Genesys Intelligent Automation includes the following benefits:

- Intuitive Control Center for non-technical users to configure self-service dialogs for chatbots.
- Ability to integrate pre-built or custom microapps to reduce deployment effort up to 70% against traditional methods. For more information, see <u>Microapps</u>.
- Leveraging of Genesys Dialog Engine, NLP/AI engine, or third-party NLP tools for complete flexibility.
- Built-in customer journey reporting and single integration layer across the chatbot channel.
- Integration to Genesys Widgets and PureConnect.
- Hybrid deployment to keep your sensitive data on premises while leveraging AI from the cloud.

Interaction Security

Interactions pass securely from your website through a cloud service to Genesys Intelligent Automation on-premises and cloud implementations.

The cloud service uses the following security measures:

- Follows microservices industry standards.
- Uses HTTPS with TLS 1.2 to encrypt and protect all data in transit and at rest.
- Encrypts all data on AWS, whether going through a cache or messaging bus.
- Caches data during current session only; no data retained in the cloud service and nothing stored.
- Uses stateless service.

Components

Required Components

Following are the required components to integrate chatbots and voice bots to PureConnect on-premises or PureConnect Cloud. The minimum required PureConnect version is 2018 R4 (only the chat widget is available). Our recommended PureConnect version is 2019 R1 or later.

PureConnect on-premises

Chatbots

- Customer Interaction Center (integrated contact center software solution)
- Genesys Intelligent Automation (local install)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Genesys Widgets
- (Optional) Knowledge Center

Voice bots

- VoiceXML Interpreter Server
- Customer Interaction Center (integrated contact center software solution)
- Media Server (delivers audio streaming services and interfaces to third-party text-to-speech and automated speech recognition engines
- UniMRCP (local install)
- Genesys Intelligent Automation (local install)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Google Speech-to-Text
- Nuance and Google Text-to-Speech
- (Optional) Knowledge Center

PureConnect Cloud

Chatbots

- Customer Interaction Center (integrated contact center software solution)
- Genesys Intelligent Automation (delivered from PureConnect Cloud)
- Dialog Engine or third-party natural language understanding platform, such as Google Dialogflow
- Genesys Widgets
- (Optional) Knowledge Center

Voice bots

- VoiceXML Interpreter Server (delivered from PureConnect Cloud)
- Genesys Intelligent Automation (delivered from PureConnect Cloud)
- UniMRCP (local install)
- Dialog Engine, Google Dialogflow, or Amazon Lex
- Google Speech-to-Text
- Nuance and Google Text-to-Speech
- (Optional) Knowledge Center

Licensed Components

The following table lists the licensed components for Genesys Intelligent Automation. For more information about PureConnect licenses, see the <u>PureConnect Licensing Technical Reference</u>.

Note: For voicebots, you select the pricing model and either part 1 or part 2. For chatbots, there is only one pricing model.

Component	Part/Description	Sold by	Pre- required Part
Genesys Intelligent Automation Omnichannel Self	Provides a web-based design tool for dialog flows, including reusable microapps for common dialog tasks. It also provides a dynamic runtime environment that generates VoiceXML for interactions over the voice channel.	N/A	N/A
Service	Note: This part is included with voicebots and chatbots so the bot pricing covers this part. If you need a Development license, you can purchase this part.		
Cloud Voicebot / Chatbot	VoicebotMin-PCC, Voicebot Minutes	Voicebots sold by the minute	VXML Server
	VoicebotIntxn-PCC, Voicebot Interactions	Voicebots sold by the interaction (complete bot – customer conversation)	VXML Server
	CS-ChatbotOrch, Chatbot Interactions	Chatbots sold by the interaction (complete bot – customer conversation)	N/A
Premise Voicebot / Chatbot	VoicebotMin-PCP-Sub, Premise (Subscription)	Voicebots sold by the minute	N/A
	VoicebotIntxn-PCP-Sub, Premise (Subscription), Voicebot Interactions	Voicebots sold by the interaction (complete bot – customer conversation)	VXML Server
	CS-ChatbotOrch-SUB, Premise (Subscription), Chatbot Interactions	Chatbots sold by the interaction (complete bot – customer conversation)	N/A

Note: The cloud service is a subscription model based on the number of bot interactions. A bot interaction, or session, lasts until the customer or agent closes the interaction, or the session times out.

Copyright and trademark

Integrate PureConnect with Genesys Intelligent Automation

Genesys Intelligent Automation configuration

Chatbot implementation and voice integration require installation and configuration of Genesys Intelligent Automation.

To configure Genesys Intelligent Automation

- 1. Create a Company in Genesys Intelligent Automation
- 2. Identify the Company Authentication Key
- 3. Create an Application or Module

Note: For information about installing Genesys Intelligent Automation, see the <u>Genesys Intelligent Automation Deployment</u> <u>Guide</u>.

Chatbot implementation

To implement Genesys Intelligent Automation for chatbots, configure a chatbot widget in Interaction Connect and add a code snippet to a page in your website. Doing so allows bot conversation back and forth to Genesys Intelligent Automation. When the bot conversation finishes, the conversation routes based on the call flow that you configured in Genesys Intelligent Automation. For example, it can route to an agent in Interaction Connect.

Note: The chatbot feature is available beginning with PureConnect 2018 R4.

To implement a chatbot

- 1. Configure a Chatbot Widget in Interaction Connect
- 2. Configure Reverse Proxy Rewrite Rules
- 3. <u>Set up Chatbot Call Flow</u>

Basic chat flow example

Following is an example of a basic chat flow:

- 1. Website visitor starts a chat.
- 2. Chat request passes through the cloud to Genesys Intelligent Automation.
- 3. Genesys Intelligent Automation receives the request and proceeds accordingly.
- 4. Interaction continues between the website visitor and Intelligent Automation until one of the following occurs:
- Interaction ends.
- Website visitor asks to speak to an agent.
- If the website visitor asks to speak to an agent, the interaction passes to an agent in Interaction Connect.

Voice integration

To integrate voice with Genesys Intelligent Automation

- 1. Create a Custom Handler for Voice Integration
- 2. Return Call Interaction to CIC

Genesys Intelligent Automation Configuration

Create a Company in Genesys Intelligent Automation

Companies are separate entities within your Genesys Intelligent Automation environment that have their own call flows, users, and reporting data. Create a company for the PureConnect with Genesys Intelligent Automation integration.

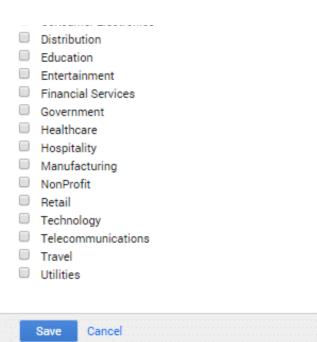
To create a company in Genesys Intelligent Automation

- 1. Open Genesys Intelligent Automation in your browser.
- 2. In the menu bar, click Administration and then click the Companies tab.

ompanies Roles	Products Phone Numbers	CLI Data Settings	Certificates Clust	ers Servers	Default Server Settings	
Companies				an talahan talahan talahan t		
Name	Public Modules	Test Modules	Productio	n Modules	VUI Cluster	Actions
Genesys Testing		17	17		Default Voice Cluster #	Edit Switch Delete
Templates	107	109	109		Default Voice Cluster	Edit Switch Delete

3. Click Create a New Company. The Company panel appears.

ő	Intelligent Aut	omation	Dashbo	ard ,	Applications	Integration
Cor	mpanies Rol	es Pr	oducts	Phone	Numbers	CLI Data Sett
_						
	Company					
-	* Company Nam	1e				
	* Contact Email	Address				
	* Contact Phone	Number				
	* Allowed Phone	• Numbers				
	From RoI to A	Any		•		
	New Company L	-				
	Choose File	No file ch	osen			
	* Assign to Voic	e Cluster				
	Default Voice					
	* Assign to Mes	saging Clust	er			
	Default Messa	aging Cluste	er 🔻			
	Assign to Integr	ation Cluster	r			
	Default Integ	ration Clust	ter 🔻			
	Caching Options		al de la co			
	Cache Pro	auction Mo	dules			
	Industries					
	Automotiv					
	Consumer	Electronics				



Company Name: Unique name to assign to the company.

Contact Email Address: General email address for this company. Genesys Intelligent Automation doesn't use this address; however, it can be useful to PureConnect Customer Care.

Contact Phone Number: General phone number for this company. Genesys Intelligent Automation doesn't use this address; however, it can be useful to PureConnect Customer Care.

Allowed Phone Numbers: Phone numbers that this company's call flows can dial. Typically, you select From Rol to Any or From UK to Any. However, you can create your own calling rules on the Phone Numbers tab and select that rule here.

New Company Logo: Company logo to display in the Genesys Intelligent Automation user interface.

Assign to Voice Cluster: Voice cluster for this company to use. Typically, you select Default Voice Cluster.

Assign to Messaging Cluster: Messaging cluster for this company to use. Typically, you select Default Messaging Cluster.

Assign to Integration Cluster: Integration cluster for this company to use. Typically, you select Default Integration Cluster.

Cache Production Modules: If selected, Genesys Intelligent Automation uses cached versions of production modules to serve callers. Genesys recommends that you select this option for consistent performance.

Industries: If selected, this company operates in the associated industry.

4. Complete the information and then click Save. The new company appears on the Companies tab.

For more information about creating a company, see Administration in the Genesys Intelligent Automation Help.

Identify the Company Authentication Key

When you create a company, Genesys Intelligent Automation assigns it a unique authentication key. You specify this key later in the integration setup process when you configure a chatbot widget in Interaction Connect.

To identify the company's authentication key

1. In the menu bar in Genesys Intelligent Automation, click Administration and then click the Companies tab.

mpanies Roles	Products Phone Nu	mbers CLI Data Settings	Certificates Clusters	Servers Default Server Settings		
Companies						
lame	Public Modules	Test Modules	Production N	todules VUI Cluster		Actions
enesys Testing		17	17	Default Voice	Cluster 綱	Edit Switch Delete
					Cluster	Edit Switch Delete

2. In the Actions column, click Edit for the company that you created. The Company panel appears.

mpanies	Roles	Products	Phone Numbers	CLI Data Settin
Comp	any			
* Compan	y Name			
BarbTes	t			
* Contact	Email Addres	s		
barbara.	martin@gen	esys.com		
* Contact	Phone Numb	er		
5554443	3333			
* Allowed	Phone Numb	ers		
From Ro	oI to Any		•	
New Com	pany Logo			
Oheren	e File No fil	e chosen		

3. Copy and save the Authentication Key to a text file and then click Close.

Create an Application or Module

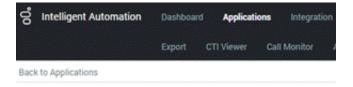
Create an application or module so that you can set up the chatbot flow. Applications and modules can have their own errorhandling, global commands, call flow defaults, and reusable prompts.

To create an application or module

1. In the menu bar in Genesys Intelligent Automation, click **Applications** and then click the **Advanced Details** tab.

Show Graphical Vie	w Overlays: 🤝 System Pulse	Advanced Details	Shortcuts: ¥ Expand All	🛠 Collapse All	
E Menus					^
6 Securit	y Modules				^
Busines	is Processes				^

2. Expand the Menus section and then click Create a New Menu. The Create a new Module panel appears.



Create a new Module

Pick a Template from the list below

≣	Menus
Ava	ilable templates:
	Applications
	Standard Application Template (en-gb)
	Standard Application Template (fr-fr)
Ŷ	Menus
	Blank Submodule Template (en-gb)
	Blank Submodule Template (fr-fr)
	Tree View Submodule Template (en-gb)
	Tree View Submodule Template (fr-fr)
Crea	ite a blank template

3. Select a template on which to base the module. The template appears.

Important!

You cannot edit the call flow of the **Tree View Submodule Template**. This template is for large numbers of menu options and doesn't use the drag-and-drop method in the Callflow Editor.

You've Chosen:

Standard Application Template (en-gb)

* Your New Module Name

Standard Application

Description

The starting point for any new application, this provides a useful set of 'default' paths and menu options, plus a basic flow that calls onto a separate Main Menu module of your choice.

Callflow Editor

Graphical V

Permission Options

- Lock Callflow
- Make Public

Industries to Associate with this Module

- Automotive
- Consumer Electronics
- Distribution
- Education
- Entertainment
- Financial Services
- Government
- Healthcare
- Hospitality
- Manufacturing
- NonProfit
- Retail
- Technology
- Telecommunications
- Travel
- Utilities

The template you have chosen requires you to link to one other module. Please choose it below.

¥.

Link #1 - Call main menu

Create Cancel

Your New Module Name: Name to assign to this module.

Description: Description of the module. For internal use.

Callflow Editor: Type of call flow editor to use: graphical or tree.

Lock Callflow: If selected, the system places a lock on the call flow while the user is editing it so that no other user can edit and publish changes while locked.

Make Public: If selected, the call flow is available on the public Internet. If cleared, the call flow is available within your customer network only.

Industries to Associate with this Module: If selected, the system associates the industry to this module.

Link # 1 - Call main menu: Module to which to link.

4. Complete the information and then click **Create**. The new module appears in the **Menus** section of the **Advanced Details** tab.

Menus			~
BarbTestModule [Site ID 291]	в,	🌱 Deployed 0 mins ago	delete
Standard Application [Site ID 293]	B, 48-	💜 Deployed 0 mins ago	delete
Create a new Menu			

5. Copy the site ID. You specify this ID later in the integration setup process when you <u>configure the chatbot widget in Interaction</u> <u>Connect</u>.

For more information about creating an application or module, see <u>Creating Applications and Modules</u> in the *Genesys Intelligent Automation Help*.

Chatbot Implementation

Configure a Chatbot Widget in Interaction Connect

Integrating PureConnect with Genesys Intelligent Automation for chatbots requires a one-time configuration of a chatbot widget in Interaction Connect. Then, you generate a script that contains the Genesys Intelligent Automation connection information and add the script to the appropriate page in your company's website.

For more information about configuring and deploying widgets, see <u>Widgets</u> in the Interaction Connect Help.

To configure a chatbot widget in Interaction Connect

1. Log on to Interaction Connect and then click the Widgets tab.

d Interaction Connect		📞 📼 🚺 Available 🛛 10d 10:36:01 🗸 😰 🚢 🎑 🔤 🗸 ?
🥞 Widgets 🛛 🗙 🕂		Create a Widget ×
+ New C Refresh 🖀 Delete	0	
Name	Created Date	Name
BarbWidget	Apr 2, 2019 10:28:39 AM	
gKimTest	Mar 29, 2019 4:56:11 Ph	
hari-lesting	Apr 4, 2019 6:45:24 PM	
Support_Chatbot	Apr 10, 2019 9:04:15 AM	
Test	Mar 6, 2019 3:57:04 AM	
test-chatbots	Mar 14, 2019 1:32:55 PN	
lest2	Mar 13, 2019 10:16:32 A	
test3	Mar 15, 2019 8:10:57 AN	
test4	Mar 18, 2019 3:38:36 PM	
webhook_test	Mar 12, 2019 7:29:26 AN	
WidgetsTest	Mar 15, 2019 2:51:57 Ph	Help Cancel Create -

2. In the toolbar, click New. The Create a Widget panel appears.

d Interaction Connect		📞 🔤 🚺 Available	10d 10:35:33 🐱	ピ 🛎 🛄 user1 🗸 ?
≪ Widgets × + + New C Refresh	0	Create a Widget		×
Name	Created Date	Name		
BarbWidget	Apr 2, 2019 10:28:39 AM			
gKimTest	Mar 29, 2019 4:56:11 Ph			
hari-testing	Apr 4, 2019 6:45:24 PM			
Support_Chatbot	Apr 10, 2019 9:04:15 AM			
Test	Mar 6, 2019 3:57:04 AM			
test-chatbots	Mar 14, 2019 1:32:55 PM			
test2	Mar 13, 2019 10:16:32 A			
test3	Mar 15, 2019 8:10:57 AM			
test4	Mar 18, 2019 3:38:36 PM			
webhook_test	Mar 12, 2019 7:29:26 AM			
Widgets Test	Mar 15, 2019 2:51:57 PM	Нер		Cancel Create .

3. In the Name box, type a unique name for the widget and then click Create. The General tab in the Edit Widget: [widget name] panel appears.

d Interaction Connect		📞 📼 🚺 Avai	ubie 1	103 11:13:36 🗸 🛛 🖉 🖶	P 📰 🔹 💡
🤘 Widgets 🛛 🗙 🕂		Edit Widget: Support_Chatbot			×
+ New C Refresh 📋 Delete	Θ	General Plugins Extensions	Unrestri	cted Properties	
Name	Created Date		Ginesur		
BarbWidget	Apr 2, 2019 10:28:39 AM	IC Server Host Names*	e ×	Reverse Proxy URL	0
gKimTest	Mar 29, 2019 4:56:11 PM	Use PureConnect Cloud			No
hari-testing	Apr 4, 2019 6:45:24 PM	PureConnect Cloud URL			
Support_Chattoot	Apr 10, 2019 9:04:15 AM				
Test	Mar 6, 2019 3:57:04 AM	Use HTTPS 😡			Yes
test-chatbots	Mar 14, 2019 1:32:55 PM	Debug 😡			No
test2	Mar 13, 2019 10:16:32 A	Theme	0	Fallback Language	0
test3	Mar 15, 2019 8:10:57 AM	Dark	¥	en	~
test4	Mar 18, 2019 3:38:36 PN	Internationalization file path*	0	Custom Stylesheet ID*	0
action a	Mar 10, 2019 3.30.30 FM		×		×
webhook_test	Mar 12, 2019 7:29:26 AV	Download Google Font 🔞			Yes
WidgetsTest	Mar 15, 2019 2:51:57 Pt	Mobile Mode	0	Mobile Mode Breakpoint*	0
		faise	v	740	×
		Custom JSON			0
		Copy Script 😡			Cancel Save

IC Server Host Names: Name or names of your IC server and any off-server Session Managers, separated by a comma.

Tip: If your reverse proxy cannot communicate with your IC server without a Fully Qualified Domain Name (FQDN), specify the FQDN in the **IC Server Host Names** box.

Reverse Proxy URL: Name or FQDN of the web server functioning as a reverse proxy to the IC server inside your firewall.

Use PureConnect Cloud: Indicates whether you are a PureConnect Cloud customer.

PureConnect Cloud URL: If you are a PureConnect Cloud customer, your PureConnect Cloud URL.

Use HTTPS: Indicates whether to use an HTTPS communication port for communication between the web server and IC server. If set to **Yes**, the system uses HTTPS port number 8019. If set to **No**, the system uses HTTP port number 8018.

Debug: Indicates whether to allow debug logging from the bus to appear in the browser console.

Theme: Sets the widget's appearance, such as colors and fonts.

Fallback Language: If the widget cannot use any of the browser's preferred languages, default language to use.

Internationalization file path: (Developer use only) Path to a remote i18n.json language pack file to override the default English language strings built into the widget.

Common Stylesheet ID: HTML ID of a <style> tag that contains CSS overrides, custom themes, or other custom CSS for the widget.

Download Google Font: Indicates whether to prevent the Roboto font file from downloading at startup. If you have security concerns regarding third-party fonts, you want to optimize page load time, or you already include Roboto on your website, move the slider to **Yes**.

Mobile Mode: Indicates whether to display the widget in mobile mode.

True: Displays the widget in mobile mode on all devices.

False: Displays the widget in desktop mode on all devices.

Auto: Determines whether the website visitor is using a desktop or mobile browser and displays the widget in the corresponding mode.

Mobile Mode Breakpoint: Breakpoint width in pixels when displaying the widget in mobile mode.

Add/Remove Plugins: Plug-ins for the widget to use instead of the default startup plug-ins. Click in the list box to display the plug-ins that are available for selection. To remove a plug-in, click the corresponding X.

Custom JSON: Custom JSON object to apply to the widget.

4. Complete at least the required information and then click the **Plugins** tab.

d Interaction Connect		📞 📼 🚺 Available 🛛 10d 11:15:00 🗸 😰 🛄 📖	
🦂 Widgets 🛛 🗙 🕂	00000000	Edit Widget: BarbWidget	×
+ New C Refresh 🗃 Delete	Ð	General Plugins Extensions Unrestricted Properties	
Name	Created Date	Web Chat Callback Call Us Offers Sidebar Chatbots WebIVR	
BarbWidget	Apr 2, 2019 10:28:39 AM	Web Char Caliback Caliba Offers Sidebal Charbots Webryk	
gKimTest	Mar 29, 2019 4:56:11 PM	Web Chat	OFF
hari-testing	Apr 4, 2019 6:45:24 PM	Callback	OFF
Support_Chatbot	Apr 10, 2019 9:04:15 AM		
Test	Mar 6, 2019 3:57:04 AM	Call Us	OFF
test-chatbots	Mar 14, 2019 1:32:55 Pt	▶ Offers	OFF
test2	Mar 13, 2019 10:16:32 A	▶ Sidebar	OFF
lest3	Mar 15, 2019 8:10:57 AM	F Sidebai	OFF
test4	Mar 18, 2019 3:38:36 PN	Chatbots	OFF
webhook_test	Mar 12, 2019 7:29:26 AM	▶ WebIVR	OFF
WidgetsTest	Mar 15, 2019 2:51:57 PM		
		Copy Select @ Cancel	
		Cancel	Save

5. Move the Web Chat slider to ON. The Web Chat section expands.

🦂 Widgets 🛛 🗙 🕂		Edit Widget: BarbWidget	,
+ New C Refresh 🔋 Delete	Ø	General Plugins Extensions Unrestricted Properties	
Name	Created Date		
BarbWidget	Apr 2, 2019 10:28:39 AM	Web Chat Callback Call Us Offers Sidebar Cha	atdots wedive
gKimTest	Mar 29, 2019 4:56:11 PN	✓ Web Chat	ON
hari-testing	Apr 4, 2019 6:45:24 PM	Emojis Enabled 🚱	Yes
Support_Chatbot	Apr 10, 2019 9:04:15 AM	Proactive Enabled	No
Test	Mar 6, 2019 3:57:04 AM	Proactive Idle Timer* Proactive Cancel Ti	imer" 😡
lest-chatbots	Mar 14, 2019 1:32:55 PM	7 × 33	×
test2	Mar 13, 2019 10:16:32 A	Chat Button Enabled 😡	Yes
test3	Mar 15, 2019 8:10:57 AV	Chat Button Open Delay* O Chat Button Effect	Duration*
	Mar 13, 2019 6, 10.37 M	1001 × 303	×
test4	Mar 18, 2019 3:38:36 PM	Chat Button Hide During Invite 😡	Yes
webhook_test	Mar 12, 2019 7:29:26 AN	Target Type Target Name*	
WidgetsTest	Mar 15, 2019 2:51:57 PM	Workgroup ~	
		Callback	OFF
		⊾ Call He	(nee
		Copy Script O	Cancel Save

Emoji Enabled: Indicates whether to display the emoji menu inside the chat message input.

Proactive Enabled: Indicates whether to invite a website visitor to chat after a specified number of seconds.

Proactive Idle Timer: Number of seconds to wait after a visitor reaches your webpage before displaying a chat invitation.

Proactive Cancel Timer: Number of seconds for the chat invitation to remain visible.

Chat Button Enabled: Indicates whether to show or hide a chat button on your web page.

Chat Button Open Delay: Number of milliseconds to wait before displaying the chat button.

Chat Button Effect Duration: Number of milliseconds to wait before displaying the chat button fade-in animation.

Chat Button Hide During Invite: Indicates whether to hide the chat button when inviting a website visitor to chat. If set to **Yes** and the visitor dismisses the chat invitation, the widget displays the chat button.

Target Type: Queue type to use for ACD routing.

Target Name: Name of the queue to use for ACD routing.

- 6. Complete at least the required information in the Web Chat section.
- 7. Move the Chatbots slider to ON. The Chatbots section expands.

d Interaction Connect		📞 🚥 🚺 Available 🛛 10d 11:17:18 🗸 🕑 🕮 🎑 🚃	~ ?
🦂 Widgets 🛛 🗙 🕂	12222	Edit Widget: BarbWidget	×
+ New C Refresh 🗑 Delete	Ø	General Plugins Extensions Unrestricted Properties	
Name	Created Date	Web Chat Callback Call Us Offers Sidebar Chatbots WebIVR	
BarbWidget	Apr 2, 2019 10:28:39 AM		
gKimTest	Mar 29, 2019 4:56:11 PN	Web Chat	
han-testing	Apr 4, 2019 6:45:24 PM	▶ Callback	OFF
Support_Chatbot	Apr 10, 2019 9:04:15 AM		
Test	Mar 6, 2019 3:57:04 AM	 Call Us 	OFF
test-chatbots	Mar 14, 2019 1:32:55 PM	▶ Offers	OFF
test2	Mar 13, 2019 10:16:32 A	0111-	
test3	Mar 15, 2019 8:10:57 AN	Sidebar	OFF
test4	Mar 18, 2019 3:38:36 PN		
webhook_test	Mar 12, 2019 7:29:26 AM	Bot Provider Id	0
WidgetsTest	Mar 15, 2019 2:51:57 PM	Make a selection	~
		▶ WebIVR	OFF
		Copy Societ Cancel	Save

8. In the Bot Provider Id box, click Genesys Intelligent Automation. More configuration items appear.

e Interaction Connect			📞 📼 🚺 Available 🛛 108 22.18.19 🗸 🕼 🛄 1	altusjuser v ?
< 👩 My Interactions 🗙	Current Interact: X	🤞 wi > +	Edit Widgel: Kevins Test	×
+ New C Refresh 🗑 Delete		0	General Plugins Extensions Unrestricted Properties	
Name	Greated Date	Modified	onesian Pagina Exensiona Unicatore Properties	
KevinsTest	Oct 8, 2019 11:58:39 AM	Oct 8, 201	- Chatbots	ON
			Bot Provider Id	0
			Genesys Imelligent Automation	÷
			Intelligent Automation URL	0
			Intelligent Automation Site ID	ation Key 😜
			Use a Reverse Proxy for Intelligent Automation	No
			Intelligent Automation Server	ø
Company Directory ×	+	_	GIA version 9.0.102+ @	No
Q. Search			Use Chat Persona @	No
« < 1/3 >	30			
Cial ~ P and Volcemal	Transfer - 🚘 🔛		Copy Sunjer 🕹	noel Seve

Intelligent Automation URL: Genesys Intelligent Automation URL for your Genesys Intelligent Automation server. (The URL is in Genesys Intelligent Automation under Administration > Servers.)

Intelligent Automation Site ID: Site ID that Genesys Intelligent Automation generated when you created an application or module in Genesys Intelligent Automation. For more information, see <u>Create an Application or Module</u>.

Intelligent Automation Authorization Key: Authorization key that Genesys Intelligent Automation generated when you created a company in Genesys Intelligent Automation. For more information, see <u>Identify the Company Authentication Key</u>.

Use a Reverse Proxy for Intelligent Automation: Indicates whether to use a reverse proxy for Genesys Intelligent Automation. If Yes, specify the Intelligent Automation Server.

Intelligent Automation Server: If you indicated to use a reverse proxy for Genesys Intelligent Automation, specify the FQDN of the web Genesys Intelligent Automation server. The system uses the **Reverse Proxy URL** specified on the **General** tab in the **Edit Widget:** [widget name] panel to create the end-result URL to access Genesys Intelligent Automation.

Note: If you indicated to use a reverse proxy for Genesys Intelligent Automation, configure the reverse proxy rewrite rules after completing and saving the chatbot widget. For more information, see <u>Configure Reverse Proxy Rewrite Rules</u>.

GIA version 9.0.102+: Indicates whether to use Genesys Intelligent Automation version 9.0.102 or later, or an earlier version.

Use Chat Persona: Indicate whether you want to use the Chat Persona in GIA version 9.0.102+. Selecting **Yes** allows the Genesys Intelligent Automation (GIA) chatbot to use buttons, images, and videos rich media types. For more information about configuring a chat persona in Genesys Intelligent Automation, see <u>Personas</u> in the *Genesys Intelligent Automation Help*.

- 9. Complete at least the required information in the Chatbots section.
- 10. To use microapps with this widget, do the following:
 - a. Move the WebIVR slider to ON. The WebIVR section expands.

d Interaction Conne	et	📞 🖂 🚺 Available 🛛 37d 10:09:15 🗸 💽 4	🛎 🛄 user1 ~ ?
< 🦂 Widgets	× 🙋 > +	Edit Widget: BarbWidget	×
+ New C Refresh 🗃 D	velete O	General Plugins Extensions Unrestricted Properties	
Name	Created Dat		
BarbWidget	Apr 2, 2011	▶ Offers	ON
gKimTest	Mar 29, 20	▶ Sidebar	ON
hari-testing	Apr 4, 2011		
KevinTest	Apr 11, 20	 Chatbots 	ON
Support_Chatbot	Apr 10, 20	✓ WebIVR	ON
Test	Mar 6, 201	MicroApps Enabled	Yes
test-chatbots	Mar 14, 20	Intelligent Automation Public URL	0
test2	Mar 13, 20		
test3	Mar 15, 20	Use Reverse Proxy for MicroApps	No
test4	Mar 18, 20	Intelligent Automation Server	0
webhook_test	Mar 12, 20		
WidgetsTest	Mar 15, 20	Copy Scopt	
	4 17 00		Cancel Save

Intelligent Automation Public URL: URL for accessing microapp services for Genesys Intelligent Automation.

Use a Reverse Proxy for MicroApps: Indicates whether to use a reverse proxy for microapp services. If Yes, specify the Intelligent Automation Server.

Intelligent Automation Server: If you indicated to use a reverse proxy for microapp services, specify the FQDN of the web Genesys Intelligent Automation server. The system uses the **Reverse Proxy URL** specified on the **General** tab in the **Edit Widget: [widget name]** panel to create the end-result URL to access Genesys Intelligent Automation.

- b. Complete the information in the WebIVR section.
- 11. Click Save and then do the following:
 - a. Click Copy Script. Interaction Connect copies the script to your Clipboard.
 - b. Close the confirmation dialog box and then paste the script to the appropriate page in your company's website.

Configure Reverse Proxy Rewrite Rules

If you indicated to use a reverse proxy for Genesys Intelligent Automation in the **Chatbots** section of the **Widgets** tab, configure the reverse proxy rewrite rules. If you use the **same** reverse proxy for CIC Web Applications, place the Genesys Intelligent Automation rewrite rule before the CIC Web Applications rule.

Use the following rewrite rule examples.

Apache

Make sure the rewrite engine is turned on. Omit this if it's already set elsewhere. RewriteEngine On

TODO: Set the port to the appropriate value after \$2 if necessary.
If using https, update the URL accordingly.
RewriteRule "^(/.*|)/api/([^/]+)/fish-messaging/(.*)" "http://\$2/fish-messaging/\$3" [P]

Nginx

```
## Intelligent Automation Proxying
location ~* (?:^(.+)/api|^/api)/([^/]+)/fish-messaging/(.+)$ {
```

set \$iaServer \$2; set \$iaPath \$3; # TODO: Set the port to the appropriate value after \$iaServer if necessary. # If using https, update the URL accordingly. proxy_pass http://\$iaServer/fish-messaging/\$iaPath; }

IIS

```
Match URL

Requested URL => "Matches the Pattern"

Using => "Regular Expression"

Pattern => (?:^(.+)api|^api)/([^/]+)/fish-messaging/(.+)$

Ignore Case => On

Action

Action

Action type => "Rewrite"

Action Properties

Rewrite URL => http://{R:2}/fish-messaging/{R:3}

TODO: Set the port to the appropriate value after {R:2} if necessary.

If using https, update the URL accordingly.
```

IIS inbound rule

An unit a Duran dia binun d Durla 1		
ReverseProxyInboundRule1		
Match URL		۲
Requested URL:	Uging:	
Matches the Pattern ~	Regular Expressions	~
(?:^(.+)api]^api)/([^/]+)/fish-messaging/(.+)S		Test gattern
Conditions		۲
Server Variables		۲
		۲
Action		
Action Action type:		
Action type:		

For more information about reverse proxy configuration for CIC Web Applications, see the <u>CIC Web Applications Installation and</u> <u>Configuration Guide</u>.

Set up Chatbot Call Flow

Set up a call flow for your chatbot that suits your business purposes. Call flows consist of blocks and paths that outline the steps

for your application or module to follow during a chat session.

To set up a chatbot call flow

1. In the menu bar in Genesys Intelligent Automation, click **Administration** and then click the **Companies** tab.

ompanies Roles	Products Pt	none Numbers	CLI Data Settings	Certificates	Clusters	Servers	Default Server Sett	ngs		
Companies										
Name	Public M	odules	Test Modules		Production Mod	lules	VUI Clu	ster	Actions	
Genesys Testing			17		17		Default	Voice Cluster 🌌	Edit Switch Delete	
Templates	107		109		109		Default	Voice Cluster	Edit Switch Delete	

2. Click the company that you created. The **Dashboard** tab appears.

Applic	ation Overview				System Pulse
		Today	Prev 7 Days	Prev 30 Days	All applications are healthy
	l Calls	0	0	0	
	age Calls	0.0	0.0	0.0	Based on calls from the last 31 days, Reset now Thresholds
	ned Transfer Outcome	0.0 %	0.0 %	0.0 %	
	anned Transfer Outcome	0.0 %	0.0 %	0.0 %	
	gup Outcome	0.0 %	0.0 %	0.0 %	
	l Tasks Attempted	0	0	0	
Task	Success Rate	0.0 %	0.0 %	0.0 %	
0	.0				⊜ Genesys
0	19 18 17 16				Senesys GENESYS SPEECHSTORM APPLICATIONS
0 0 0 0	19 18 17 16 55				GENESYS SPEECHSTORM APPLICATIONS 80+ pre-built and
0 0 0 0 0 0 0	19 18 17 16 15				GENESYS SPEECHSTORM APPLICATIONS 80+ pre-built and configurable apps
0 0 0 0 0 0 0	19 18 17 16 15 14 13				GENESYS SPEECHSTORM APPLICATIONS 80+ pre-built and configurable apps for Voice and Visual IVR
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19 18 17 16 15				GENESYS SPEECHSTORM APPLICATIONS 80+ pre-built and configurable apps for Voice and Visual IVR based on industry
0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	19 18 17 16 15 14 13				GENESYS SPEECHSTORM APPLICATIONS 80+ pre-built and configurable apps for Voice and Visual IVR

3. In the menu bar, click Active Modules.

ວິ In	telligent Automation	Dashboard	Applications	Integration	Reports	Personas	Users	Adminis	trator [BarbTest]	~ ?
			cport CTI Vie	ewer Call M	onitor Adn	ninistration				
2W;	📩 Show Graphical View	Overlays:	🧼 System	Pulse	Advanced Deta	ils Shorto	uts: 🛛 🛠 Expand All	Collapse	All	
Ξ	Menus								~	
2	BarbTestModule (Site ID	295]				ii ,	🖣 Deployed 45 mins	ago	delete	
>	Standard Application #	Site ID 297]				₿,	🖣 Deployed 45 mins	ago	delete	
ł	Create a new Menu									

4. In the **Menus** section, click the application or module that you created. The **Califlow Editor** tab appears and shows the template flow.

Califion Editor Prompt List Application Deshboard Applications Integr	ration Reports Personas Users Import Export CTI Viewer Call Montor Administration	Administrat	tor [ExampleCompany] ~ '
Currently Editing D Chatbot Call Flow	looduuri uymii y toola		Hide default behaviou
Success We come Unit with the success Unit	Defaults no answer busy recognition failu recognition failu Recog	re error	Pror message

- 5. Create a call flow for your chatbot and save it.
- 6. Test the call flow and when satisfied, deploy it to production.

For more information about using the Callflow Editor, see <u>Using the Callflow Editor</u> in the *Genesys Intelligent Automation Help*.

Voice Bot Integration

Requirements

Following are the requirements for voice bot integration:

- PureConnect 2019 R3 or later requires Genesys Intelligent Automation version 9.0.106 or higher
- VoiceXML Interpreter Server
- PureConnect ASR Server linked to UniMRCP through SIP
- MRCP TTS linked to UniMRCP and set up for Google voices
- UniMRCP version 1.5.0 or later installed on CentOS 7 machine
- Use Google Speech Recognition and Google Speech Synthesis plugins for UniMRCP to talk to Google gRPC

Integration process

- 1. Configure UniMRCP
- 2. Configure VoiceXML
- 3. Create a Custom Handler for Voice Integration
- 4. Return Call Interaction to CIC

PureConnect Integration with Genesys Intelligent Automation Technical Reference

Configure UniMRCP

Using voice bots with PureConnect requires UniMRCP, which allows PureConnect to use the following providers:

- Google Cloud Platform
- Microsoft Azure
- Amazon Web Services
- IBM Watson
- Yandex

For information about installing UniMRCP, see the *RPM Installation Manual* at <u>http://www.unimrcp.org/manuals/pdf/RPMInstallationManual.pdf</u>.

Configure MRCP text-to-speech

- 1. In Interaction Administrator, do the following:
 - a. Expand System Configuration and MRCP Servers, and then click Servers.
 - b. Right-click in the list view window and then click New.
 - c. In the Name box, type a name for the server (for example, UniMRCP), click Third Party, and then click OK.

Configuration	Server Properties	Voices	Custom Attributes	History		
Active			Capab	lities		
SIP Address:] Text to speed	h	
Location:	<default location<="" td=""><td>1></td><td>×</td><td>External audio</td><td>sources</td><td></td></default>	1>	×	External audio	sources	
Priority:	1		×] Voicemail		
Vendor:						
SIP Create	e Session Supported	I				
Enable Se			3			

- 2. In the Servers Configuration dialog box, do the following:
 - a. In the SIP Address box, type the address to the UniMRCP server.
 - b. Under Capabilities, select Text to speech and then click the Voice tab.

Configuration	Server Prop	perties	Voices	Custom Attributes	History		
Voice:		en-US-	Wavene	t-A	~	Add	Remove
Gender:	en-US-Waver	en-US- fr-FR-S fr-FR-S pl-PL-S pl-PL-V	Standard Standard	t-F -C -D A 8	concrety de	leated	
Afrikaans Afrikaans Albanian	s - South Afri - Albania Algeria Bahrain Egypt Iraq Jordan Kuwait Lebanon	ca	~	Add → Remove Add All → Remove All	English - Un		
	Confirm auto			_	ОК	Cancel	Apply

- c. Configure TTS voices with Google names for the required languages (to be used in handlers).
- d. Click OK.

Install MRCP ASR server

Follow the instructions in the *Automated Speech Recognition Technical Reference* to <u>install the MRCP ASR Server controller</u> and use the following settings:

• On the MRCP ASR Server SIP Settings page, use SIP port 5060 and SIP protocol TCP:

MRCP ASR Server 2019	R3 Setup	-	
MRCP ASR Server SI	P Settings		്
Enter MRCP Server SIP	settings.		6
Please specify SIP setting	s for the MRCP ASR server.		
SIP Server Name:	unimrcp.domain.local		
SIP Port:	5060		
SIP Protocol:	TCP		

• On the Web Configuration Server page, use HTTP port 8120:

Web Configuration Server	formation.
Enter the Web Configuration Server in	formation.
The MRCP ASR Server has a web configu under the address:	ration GUI which is accessible through a web browse
http://machinename:port	
	ted through HTTP digest authentication. Specifying ation server and a blank username disables
Web Configuration Server HTTP Port:	8120
Administration Login Name:	admin
Administration Login Name: Administration Login Password:	admin

Configure MRCP ASR server

Configure the MRCP ASR server in the Web Configuration interface.

- 1. <u>Open the Web Configuration interface</u> for your MRCP ASR server on port 8120.
- 2. Add a Command Server for MRCP.

		Statu	<u>s</u> Config <u>Logout</u>
ers:			
Host Accept Ses	sions Configure		Remove
Yes	Server	Properties	Remove
	Add Server		
	Add Server		
		Host Accept Sessions Configure	Vers: Yes Configure Yes Server Properties

3. Check the status of the server connection on the Server Status page.

°°°	IC /	ASR Serv	er - MRCP			
0					Status	Config Logout
Status						
i)	Con	mand Servers:				
About	ID	Notifier Host	Connection Status	Accepts Sessions	Active Sessions	
9 ² 9	1	cic1	Active	Yes	0	Details
Server Status						
	L .					
	L .					
	L .					
	L .					
	L .					
				Refresh Auto-	refresh every 10s	

4. Place a test call to verify whether the ASR server is processing a recognition session.

00 ×	C ASR S	erver	- MI	RCP			Status	Config Logout
Status								
(i)	Command Serve	ers/Details	Server	1/Sessions		d		
About	Interaction	State	Total	Successful	Cancelled	Last Reco	Idle Time	Session Age
	3001561525	Detecting	1	0	1	9.000s		13.000s
Server Status				Back	Refresh	Auto-	refresh every	105

Copyright and trademark

Configure VoiceXML

Install VoiceXML Interpreter server

Follow the instructions in the *VoiceXML Installation and Configuration Guide* to <u>install the VoiceXML Interpreter server</u> and use the following settings:

• On the Web Configuration Server page, use port 8090:

Veb Configuration Server Enter the Web Configuration Server	information.
The Voice XML Server has a web config under the address:	uration GUI which is accessible through a web brows
http://machinename:port	
	otected through HTTP digest authentication. Specif uration server and a blank username disables
D(zero) for the port disables the config	
O(zero) for the port disables the config authentication.	uration server and a blank username disables

• On the Logging File Path page, configure the path to the log files:

	. interpret	er Server for Cl	C 2019 KS Setu	h	_		
ogging File	e Path					6	ŝ
Please prov	ide the pat	th to the desired	storage folder	for logging file	es.	2	5
		ount of storage stem or IC applic				der that is	5
Look In:						~	
LOOK IN:	Cr: inin	_tracing				t	
							_
Logging File	s folder:	C:\Windows\	temp\inin_tracir	ng\			
Logging File	s folder:	C:\Windows\	temp\inin_tracir	ng\			

Configure VoiceXML Interpreter server

Configure the VoiceXML Interpreter server in the Web Configuration interface.

- 1. <u>Open the Web Configuration interface</u> for your VoiceXML Interpreter server on port 8090.
- 2. Set **ttsMRCP** and **ttsSSML** to **true**.

of Voice)	ML Server		<u>,</u>
Configuration		<u>Status</u>	Config <u>Logo</u>
	Name	Value	
Servers	cacheCleanupInterval	30	
	cachepath	C:\Program Files (x86)\Interactive Intelligence\Reso	
Parameters	recMaxTimeSecs	600	
🧼	recoValueSlotName	value	
Administration	ttsMRCP	true	
	ttsSSML	true 🔻	
	vxiConfigFile	[C:\Program Files (x86)\Interactive Intelligence\Reso	
		Apply Changes Cancel	

3. Place a test call to verify whether the VoiceXML server is processing a session.

°°°	Di	ceXML	Server		<u></u>
Status				Status	<u>Config Logout</u>
i)	Ľ	oiceXML Ses	sions:		
About	ŀ			C	
		ID	Document URL	Created	
Server Status	1	3001561523	http://demosrv.i3emea.local:8082/fish-vui/start/Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp? testsiteid=602&istestcall=false&mrcpversion=2&authtoken=b564a60a6e8e675447af27ef3eaa8173c10e51c1d5a9fc9f4afa8c5592a66629	11/11/20 12:03:36	Details
	Γ				-
	L				
	L				
	L				
	L		Refresh 🔲 Auto-refresh every 10s		

Create a Custom Handler for Voice Integration

To integrate voice with Genesys Intelligent Automation, create a custom handler that contains a VoiceXML Initiate toolstep.

- To create a custom handler for voice integration
- 1. Create a handler. For more information, see <u>Create a new handler or subroutine</u> in the *Interaction Designer Help*.

Properties of VoiceXML Initiate (5)	×
General Inputs Outputs	
Interaction I	-
Document URI GetHead(sURL)	Þ
Queued Plays Processing	Þ
Argument Names IsArgumentNames	•
Argument Values IsArgument Values	•
Force Interaction Ownership	
OK Cancel Apply	Help
on ourse pppy	1 Party

Document URL: URL to your Genesys Intelligent Automation VUI or VUI load balancer, site (application) ID to run, and whether to run the test or production version of the callflow.

For example, http://uk-ia-vui:8082/fish-vui/start/Interactive_NR9_Vocalizer5.jsp?testsiteid=620&istestcall=false.

Interactive_NR9_Vocalizer5.jsp	PureConnect for Automated Speech Recognition and Text To Speech.
testsiteid=620	Site (application ID to run within Genesys Intelligent Automation. The URL is in Genesys Intelligent Automation under Administration > Servers .
istestcall=false	If false, runs the callflow version deployed to production in Genesys Intelligent Automation. If true, runs the callflow version copied to the test number in Genesys Intelligent Automation.

Argument Names: List of argument names that contain the following strings, in this order:

- InteractionID
- ANI
- DNIS

ip: The easiest way to create the argunter the transmission of transmission of the transmission of the transmission of the transmission of transmission		step. For more informati	on, see Parse String in the
Properties of IsNames (4)	×		
General Inputs Outputs			
String to Parse	•		
Delimiter Charater(s)	•		
OK Cancel	Apply Help		
tring			
		1	

Argument Values: List of values that correspond to the arguments specified in the Argument Names parameter, in the following order:

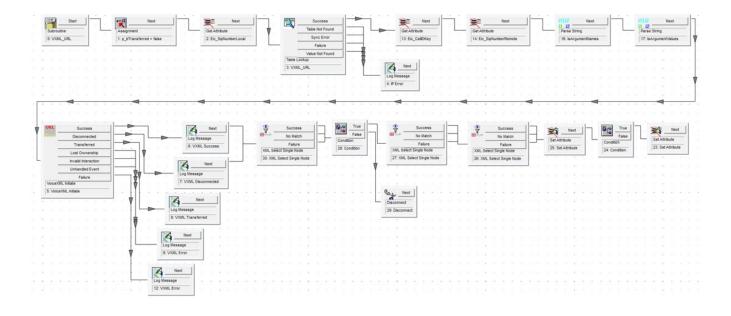
- Interaction ID of the call (For more information, see <u>Convert Call ID to String</u> in the *Interaction Designer Help*.)
- ANI of the call
- DNIS of the call

Notes:

- You can retrieve the ANI and DNIS from Interaction attributes "Eic_RemoteAddress" and "EIC_LocalAddress" with the Get Attribute steps. For more information, see <u>Get Attribute</u> in the *Interaction Designer Help*.
- For more information about the VoiceXML Initiate tool, see "VoiceXML Initiate" in the following:
 - VoiceXML Technical Reference
 - Interaction Designer Help
- 3. On the **Outputs** tab in the VoiceXML Initiate tool, provide KVP pair tables to pass data from Genesys Intelligent Automation to PureConnect for routing purposes.

General Inputs		
Return Value	sVoiceXmlRetumValue	-
Result Data	xmlVoiceXmlResultData	*
Event Name	sVoiceXmlEventName	•
Event Message	sVoiceXmlEventMessage	-

Sample handler flow



Return Call Interaction to CIC

When your call flow sends a call interaction from CIC to Genesys Intelligent Automation, the call flow also needs to return the call interaction to CIC for further processing. Otherwise, the system disconnects the call.

To return a call interaction to CIC

1. In the menu bar in Genesys Intelligent Automation, click Administration and then click the Companies tab.

mpanies Roles	Products Phone Num	CLI Data Settings	Certificates Clusters	Servers Default Server Settings		
Companies						a antina antina antina antina antina antina antina antina.
Name	Public Modules	Test Modules	Production Mo	dules VUI Cluster		Actions
Genesys Testing		17	17	Default Voice	Cluster 🗳	Edit Switch Delete
Templates	107	109	109	Default Voice	Cluster	Edit Switch Delete

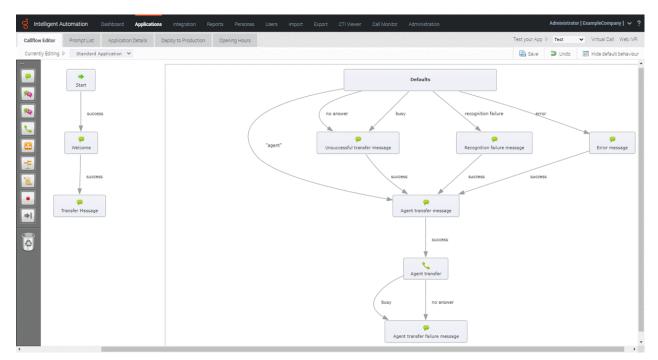
2. Click the company that you created. The **Dashboard** tab appears.

Appli	cation	Overvi	ew			 	 				 				 				Ð Sy	stem	Pulse						
									То	day		Pre	rv 7 Da	iys		Pr	rv 30 Di	ys	0		All appli	cation	s are he	althy	,		
	al Calls		ang dari	depaire	1996	en en	900);	ie de la composition de la composition La composition de la c	en e	0			- 10 - 10 - 10 - 10 - 10 - 10 - 10 - 10	0	 e de la composition de la comp			•									
	rage Ca									0.0				0.0					ased or	t calls f	rom the	last 3	1 days.	Rese	et now [Thresholds	
	nned Tra									0%			0.0				0.0										
	lanned '		Outoo	me						0 %			0.0				0.0										
	igup Out al Tasks								0.	0 %			0.0				0.0	5									
	al Tasks k Succe									0			0.0	0				0									
Tas	x succe	ss nate							U.	U %			0.0				0.0										
Calls	0.8 0.7 0.6 0.5 0.4 0.3																									GENESYS SPEECHSTO APPLICATIONS 80+ pre-built and configurable apps for Voice and Visual IVR	
	0.2																									based on industry best-practice.	

3. In the menu bar, click Active Modules.

	Import Export CTI Viewer		
ew;	🚠 Show Graphical View Overlays: 🥏 System Puls	ie 🔜 Advanced Details Shortcuts: 🌣 Expand All 🛠 Collapse All	
Ξ	Menus		~
0	BarbTestModule [Site ID 295]	🖡 🌱 Deployed 45 mins ago delete	
•	Standard Application [Site ID 297]	📕 🍠 Deployed 45 mins ago delete	
	Create a new Menu		

4. In the Menus section, click the application or module that you created. The Callflow Editor tab appears.



5. Drag and drop an end block onto the last box in the flow. In the example, the last box is "Transfer Message."

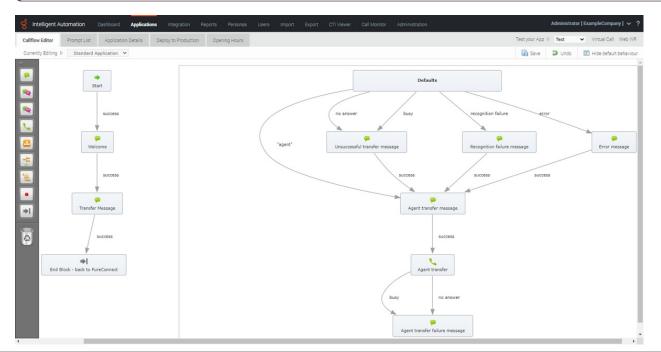


6. Click New end 1 to edit the end block's properties.

dd Description		
eferences		
Any preferences not specified here	will be inherited from the parent site.	
Name	Value	
Add Entry		

- 7. Do the following:
 - a. In the Edit Title box, replace New end 1 with a descriptive title.
 - b. Click Add Entry.
 - c. In the Name box, click Action to take when the callflow ends.
 - d. In the Value box, click Exit to a Routing Strategy and then click Update.

Note: If you don't set this property, the system disconnects the call.



8. Save your changes and then test the call flow. When satisfied, deploy the call flow to production.

For more information about using the Callflow Editor, see <u>Using the Callflow Editor</u> in the *Genesys Intelligent Automation Help*.

URL Format for VXML Call to Genesys Intelligent Automation

Following is the URL format to call a Genesys Intelligent Automation dialog:

http://<server>:<port>/fish-vui/Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp?testsiteid= <GIA_siteid>&istestcall=true&authtoken=<auth_token>&mrcpversion=2

Speech-to-Text Engine	Text-to- Speech Engine	Product	Version	Start Page
Google Cloud for Speech Recognition	Nuance	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_Vocalizer6.jsp
		PureConnect	2018 R4 - 2019 R2	Interactive_GoogleSR_Vocalizer5.jsp
		PureConnect	2019 R3 and later	Interactive_GoogleSR_Vocalizer5_JSONEncoding.jsp
	Google	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_GoogleSS.jsp
		PureConnect	2018 R4 - 2019 R2	Interactive_GoogleSR_GoogleSS.jsp
		PureConnect	2019 R3 and later	Interactive_GoogleSR_GoogleSS_JSONEncoding.jsp

Microapps

Genesys Intelligent Automation offers a range of pre-built, configurable microapps designed to meet self-service needs across a range of industries. Microapps accomplish specific tasks, such as looking up a customer's account balance, and deploy using Genesys Intelligent Automation. You can combine microapps to create fully personalized AI to drive dialogues in a chat session for a seamless customer and agent experience.

For a description of each microapp, download the Genesys Intelligent Automation Microapps Catalogue.

Note: The PureConnect integration with Genesys Intelligent Automation doesn't support all microapps listed in the catalog, only the ones that appear in the **Business Processes** section in Genesys Intelligent Automation.

To view the list of available microapps

1. In the menu bar in Genesys Intelligent Automation, click **Applications** and then click the **Advanced Details** tab.

طَ Show G	inaphical View Overlays:	🥏 System Pulse	Advanced Details	Shortcuts: ¥ Expa	nd All 🛠 Collapse All	
≣	Menus					^
600	Security Modules					^
0	Business Processe	IS				^

2. Expand the **Business Processes** section. This section displays the available microapps and their associated templates.

\$	Business Processes						*
Э	Account Barring:						
	Bar Account Template (en-gb)	4	•4	48	<u>i</u>	Last saved 21 August (deploy now)	delete
	Unbar Account Template (en-gb)	4	•4	48	<u>i</u>	Last saved 21 August (deploy now)	delete
6	Address Capture UK:						
	Address Capture Template (en-gb)			48	a	Last saved 21 August (deploy now)	delete
	Address Capture Template with Recording (en-gb)			48	<u>i</u>	Last saved 21 August (deploy now)	delete
⊦	Airline Flight Status Template (en-gb)		•¢	-	<u>9</u>	Last saved 21 August (deploy now)	delete
Ь	Balance Enquiry Template (en-gb)			48	8	August (deploy now)	delete
	Bill Copy Request Template (en-gb)	4	•4	48	<u>8</u>	Last saved 21 August (deploy now)	delete
0	Bill Information Template (en-gb)	4	•€	-68	<u>.</u>	August (deploy now)	delete
4	Billed and Unbilled Balance Template (en-gb)	4	•4	48	8	Last saved 21 August (deploy now)	delete
1	Call Divert:						

For more information about using microapps, see <u>Using WebIVR Microapps</u> in the *Genesys Intelligent Automation Reference Guide*.

Microapp Templates

Genesys Intelligent Automation provides templates for faster and easier implementation of microapps. Each template has default behavior settings that you can configure and a pre-defined call flow that you can modify.

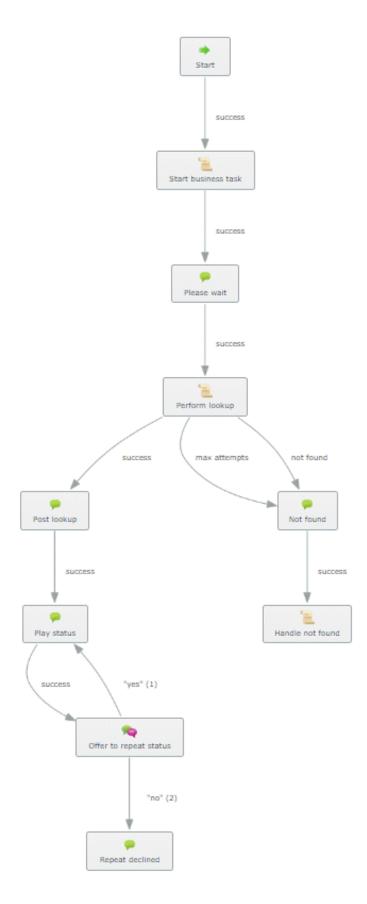
Template settings example

This example shows the default settings for the Balance Enquiry template.

allflow Editor	Prompt List	Module Details	Deploy to Production	Opening Hours	🌡 Balance Enquiry Settings	
Balance	Enquiry Settings					
These setting	s control the main	behaviour and integra	tion of the Balance Enquiry	product.		
* Return Dath	when Not Found					
agent	when Not Pound					
Web Service	Details					
1. 3. 8. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	URL for Test Calls					
		ices/test/GetBalance.	jsp			
* Web Service	URL for Production	Calls				
http://localh	ost:8080/fish-serv	ices/test/GetBalance.	jsp			
* Web Service	Timeout					
5000	milliseconds					
Save	Cancel					

Template call flow example

This example shows the default call flow for the Balance Enquiry template.



Create a Custom Widget Extension

To pass custom data to a microapp, create a custom widget extension. For more information, see Genesys Widgets Extensions.

Test Microapp with Chat Widget

To test the microapp with a chat widget

1. When your chat widget loads, run the following command from the developer console in the browser that is hosting widgets:

```
window._genesys.widgets.bus.command('WebChatService.setSpeechStormCustomData', {
  customerId: 3457896, productId: 5469871 });
```

- 2. Start a chat and ask to speak to an agent to avoid the bot interaction.
- 3. After the agent connects, in Interaction Connect, paste microapp://app/nGuejrc- into the chat and press Enter.
- 4. When the microapp appears, verify that your test customer ID and product ID appear.

Alternatively, you can skip the first step and have the agent send the following microapp parameters in the message to the customer:

- microapp://app/nGuejrc-
- customerId=3457896
- productId=5469871

Troubleshooting

How to determine the Genesys Intelligent Automation call ID or PureConnect interaction ID

When viewing logs for troubleshooting purposes, you can use the Genesys Intelligent Automation call ID or PureConnect interaction ID to filter the logs.

To determine the call ID or interaction ID

- 1. Open Genesys Intelligent Automation in your browser.
- 2. In the menu bar, click Reports and then click the View Raw Data tab.

ල් Intelligent Auton	nation Dashboa	ard Applications	Integration	Reports	Personas
	Users	Import Export	CTI Viewer	Call Monitor	t
	Adminis	tration			
View Online Reports	View Customer J	ourneys View Ra	aw Data		
View Raw Data	1				
Data Set					
Calls	•				
• Start Date and Time					
25 May 2019	00 • : 00 •]			
* End Date and Time					
25 Jun 2019	23 • : 59 •]			
Number of Records D	isplayed per Page				
25					
For download all av	ailable records will b	e included			
Download Options					
Include Header	Row				
Filter Options					
Search Calls by	CLI				
Search Calls by	DNIS				
View Report	Download Report				
					•

- 3. In the Data Set list box, do one of the following:
 - To view a list of calls, click Calls.
 - To view a list of calls plus each step in a callflow that ran, click Calls and Call Steps.
- 4. In the Start Date and Time and End Date and Time boxes, specify the data range for which to create the report.
- 5. In the Number of Records Displayed per Page box, type the maximum number of records to display on each page of the report.
- 6. Select the Include Header Row check box so that the data that displays in the results includes labels.
- 7. In the Filter Options section, do one of the following:
 - To limit the calls to a specific CLI that was dialed, select the Search Calls by CLI check box and then, in the CLI box, type the CLI.

- To limit the calls to a specific DNIS that was dialed, select the **Search Calls by DNIS** check box and then, in the **DNIS** box, type the DNIS.
- 8. Do one of the following:
 - To view the report, click View Report. The report appears in a new browser tab.

	Opti																
DNISE	Filter:		-														
CLI Fil	lter:		_														
Inch	y Filte																
	,	<i></i>															
	,																
		g records	1-5 of 5														
		_	1-5 of 5														
Displ	aying	g records															
Displ	aying Call ID	g records D CLI -					Call Duration (secs)	Application Name -	CTI Fields		Call End Block Type				Last Menu Block Type		
Displ	aying Call ID	g records D CLI - 8 004415	4428091	DNIS		Call Start Time 2019-06-25 16:12:51:467	Call Duration (secs)	Application Name	CTI Fields	Call End Site Name	Call End Block Type - S	Call End Block Name - New menu 1	Call End Result - hangup	Has Recent Failure	Last Menu Block Type - S	Last Menu Block Name - New menu 1	3001100234
Displi	aying Call ID	p cu - 8 004415	4428091		false	2019-06-25 16:12:31.467 2019-06-25	Call Duration (secs) = 3 2	JMC Main Application JMC Main	CTI Fields •		Call End Block Type • 5 5				Last Menu Block Type - 5 5		
Displi	aying Call ID 10088	g records D CLI - 8 004415 9 0013174	4428091	00441514428002	faise faise	2019-06-25 16:12:31.467 2019-06-25 16:14:03:11 2019-06-25	3	JMC Main Application	CTI Fields	JMC Main Menu	5	New menu 1	hangup	faise	5	New menu 1	3001100234
Displi	aying call ID 10088 10089	p cus b cus b cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cu	4428091 1837794 11428663	00441514428002 00441514428002 00441514428002	faise faise faise	2019-06-25 16:12:31.467 2019-06-25 16:14:03:11 2019-06-25 16:14:22:473	3 2 2	JMC Main Application JMC Main Application JMC Main Application	CTI Fields	JMC Main Menu JMC Main Menu JMC Main Menu	5 5 5	New menu 1 New menu 1 New menu 1	hangup hangup hangup	faise faise faise	5	New menu 1 New menu 1 New menu 1	3001100234 3001100236 3001100238
Displi	aying call ID 10088 10089	p cus b cus b cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cus cu	4428091 1837794 11428663	00441514428002	faise faise faise	2019-06-25 16:12:31.467 2019-06-25 16:14:03:11 2019-06-25	3	JMC Main Application JMC Main Application JMC Main	CTI Fields	JMC Main Menu	5	New menu 1	hangup hangup	false false	5	New menu 1	3001100234 3001100236

- To download the report, click Download Report. The system saves the report data to a file in CSV format.
- 9. Note the following in the output:
- Call ID: Code that identifies the call within Genesys Intelligent Automation.
- Voice Platform Session ID: Code that identifies the interaction ID of the call within PureConnect.

Change Log

The following table lists the changes to the *PureConnect Integration with Genesys Intelligent Automation Technical Reference* since its initial release.

Date	Changes
04- October- 2018	First publication
29-March- 2019	Updated the voicebot and chatbot part numbers in Licensed Components.
7-May- 2019	Updated the configuration steps in <u>Configure a Chatbot Widget in Interaction Connect</u> .
15-May- 2019	Added steps for voice integration with Genesys Intelligent Automation.
26-June- 2019	 Replaced content in "Create a Custom Widget Extension" in <u>Microapps</u> with a link. Removed "Custom Extension Process Flow." Removed note indicating that chatbots in PureConnect are only available through Genesys Intelligent Automation. PureConnect now supports third-party providers. Added <u>Troubleshooting</u>.
18- October- 2019	Added description of Use Chat Persona option in <u>Configure a Chatbot Widget in Interaction Connect</u> .
16-June- 2020	Added instructions for returning a call interaction to CIC from Genesys Intelligent Automation. For more information, see <u>Return Call Interaction to CIC</u> .
18-June- 2020	Added the following: • Required Components • Voice Bot Integration • Configure UniMRCP • Configure VoiceXML • URL Format for VXML Call to Genesys Intelligent Automation