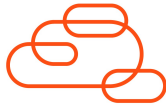


Genesys PureCloud Connector


Genesys PureCloud



PureCloud.

PureCloud is an all-in-one cloud-based contact center software built to improve the customer experience. This platform serves as a single hub for all your customer interactions be it SMS, email, voice call, or even social media messaging.

How Does Genesys PureCloud with BOTTER Work?

 BOTTER integrates with Genesys PureCloud through [PureCloud API](#).

Supported Features

Genesys PureCloud Supported Features		
Builder Cards	Compatibility	Comments
Chat History Transfer	Yes	
Agent Interface Gadget	Yes	Genesys Interface
Required Components	Yes	PureCloud Subscription
Supported Media Types	No	Text, Links
Chat Engine	Yes	Provided By Genesys

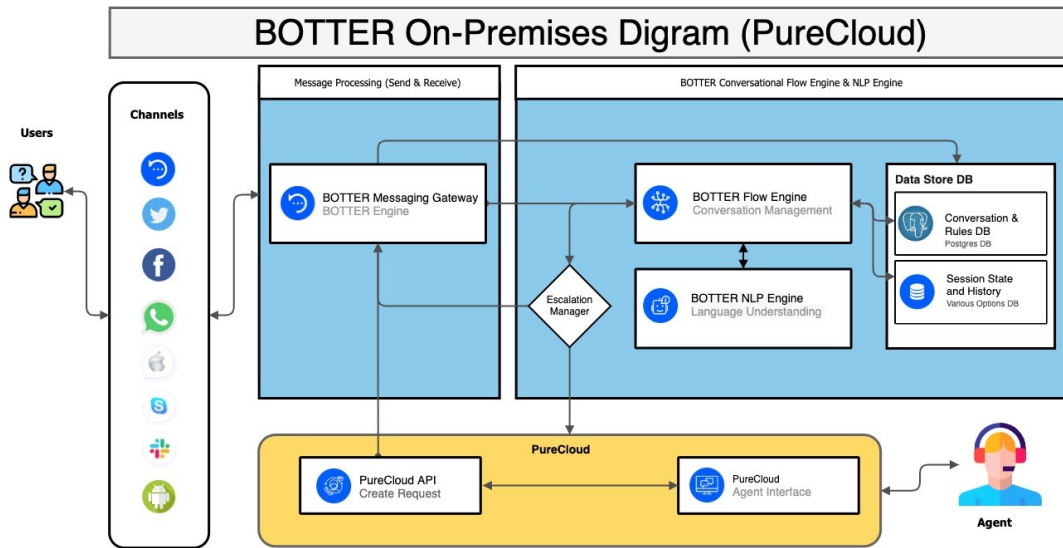
Required Components for Integration

Below items are required to integrate with **Genesys PureCloud**:

- Organization ID
- Deployment ID
- Queue Name

- Environment Link

Integration Architecture with PureCloud



Integration Architecture with Genesys PureCloud

Integration through **PureCloud** API enables **PureCloud** agents to handle the chat request from BOTTER as the below flow:

- Customers send messages using one of the **BOTTER** supported channels.
- Messages go through **Web-hooks** to **Messaging Gateway** which enables sending and receiving messages between channels and contact centers.
- **BOTTER** hands over the message to the **Conversational Flow Engine** to perform the following actions:
 - Understand the message using **NLP Engine** or **WordSpotting Module**
 - Get the prebuilt responses or prebuilt actions from **Conversational Flow Engine**
- If the action is to **escalate** the conversation to a real agent, the below scenario is performed:
 - **BOTTER** will request session using **PureCloud API**
 - Agent gets this interaction using PureCloud agent interface
 - Agent will have the ability to answer the chat request and send it back to the customer
- If the action is “**No Escalation**”, the following will happen:
 - **BOTTER NLP Engine** sends the response back to **BOTTER Messaging Gateway** and to the channel that the customer is using.