InteractionSync

Requirements

Contact center: Genesys Cloud

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1 About InteractionSync

InteractionSync for Genesys Cloud integrates Genesys Cloud with Microsoft Dynamics 365 applications, linking all communications with the power of Dynamics 365.

The reduced-footprint Genesys Cloud client resides on a sidebar of your Dynamics 365 layout and can handle around 85% of most agent-related actions. But if the need arises to leverage the full functionality of Genesys Cloud, you can simply slide out the entire Genesys Cloud client page, right inside of Dynamics.

While the interface is one of the most visible features of InteractionSync, the real power comes from the automated screen pop and activity creation that's built underneath it. InteractionSync will intelligently search Dynamics 365 for the proper contact, lead, or account to pop. Once the interaction is started, InteractionSync will automatically create an activity in Dynamics 365 and associate it to whatever record you want it to.

1.1 Supported browsers

InteractionSync for Genesys Cloud runs within the browser and does not require additional software installed on a local machine. The following latest stable browser versions are supported:

- Google Chrome

- Microsoft Edge (chromium version)

See also https://help.mypurecloud.com/articles/browser-requirements-for-the-genesys-cloud-embedded-clients/.

1.2 Genesys Cloud requirements

An established Genesys Cloud environment.

For information on how to get started with Genesys Cloud, see https://www.genesys.com/genesys-cloud.

See https://help.mypurecloud.com/faqs/what-are-genesys-clouds-network-requirements/.

Note: InteractionSync for Genesys Cloud utilizes the Genesys Cloud Embeddable Framework integration. Running multiple versions of the Genesys Cloud embedded client side by side is not advisable and may result in unusual behavior. See https://help.mypurecloud.com/articles/about-genesys-cloud-embeddable-framework/.

1.3 Microsoft Dynamics 365 requirements

An established Microsoft Dynamics 365 environment.

For information on how to get started with Dynamics 365, see https://dynamics.microsoft.com/en-us/what-is-dynamics365/.

Channel Integration Framework 1.0: https://docs.microsoft.com/en-us/dynamics365/customer-service/channel-integration-framework/system-requirements-channel-integration-framework

Channel Integration Framework 2.0: https://docs.microsoft.com/en-us/dynamics365/customer-service/channel-integration-framework/v2/system-requirements-channel-integration-framework-v2

1.4 Supported Genesys Cloud functionality

InteractionSync for Genesys Cloud uses Genesys Cloud feature configuration and makes it available to agents in Microsoft Dynamics 365 via the Genesys Cloud embeddable framework. These features must be configured in Genesys Cloud to be available.

See https://help.mypurecloud.com/articles/about-genesys-cloud-embeddable-framework/.

2 Revision history

Date	Version	Description of change
February 7, 2022	v2.92.3	Creation of document.