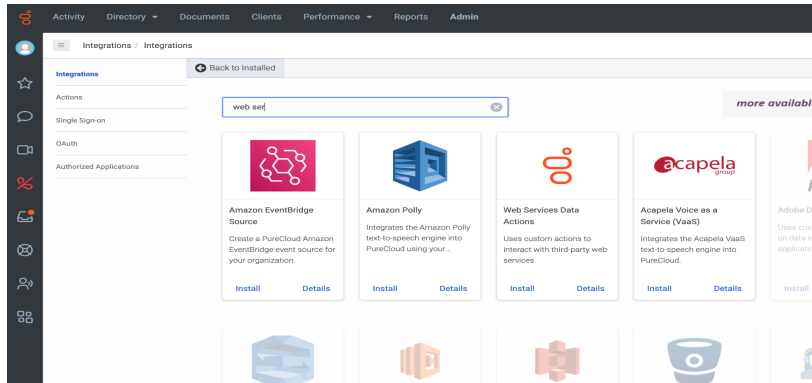
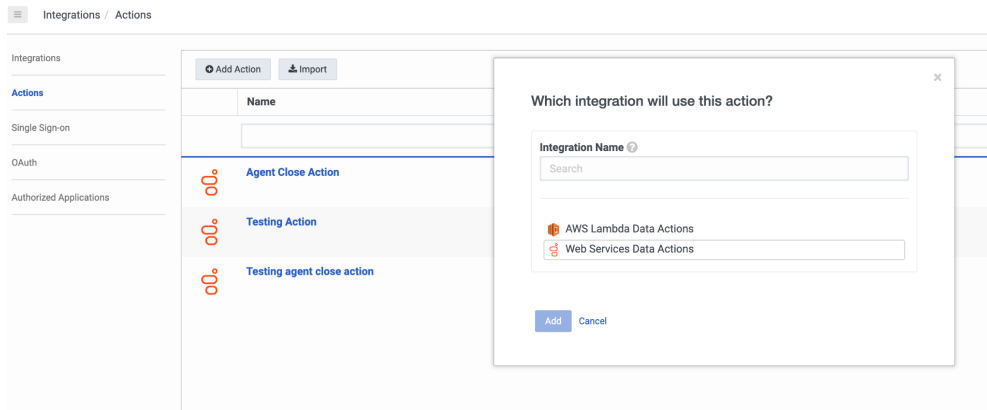


Steps to configure For genesys pure cloud ticket closed event

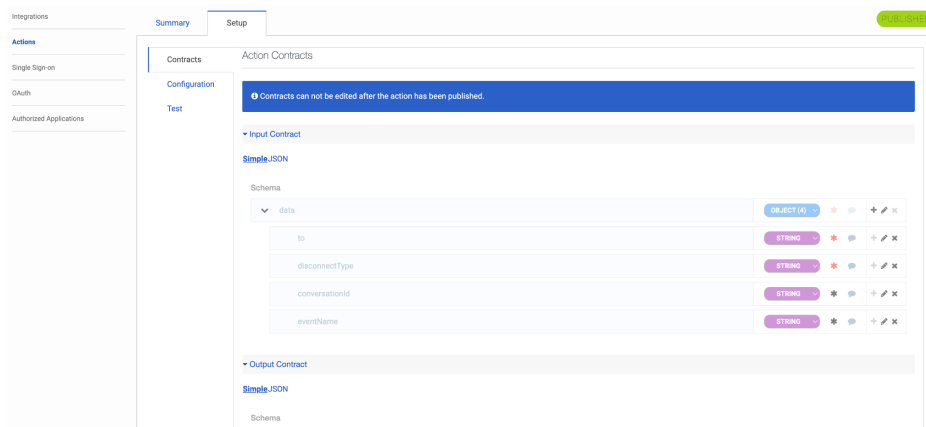
1. Got to integrations → Click on install button → Install web Service Data Actions and enable it.



2. Just below integrations, select actions and create a new action → Select Web services Data Actions and give name to your action.



3. In Actions → Add the input contracts as below, you can use the below JSON.



None

```
{
  "title": "data",
  "type": "object",
  "required": [
    "to",
    "disconnectType"
  ],
  "properties": {
    "to": {
      "description": "To Address",
      "type": "string"
    },
    "disconnectType": {
      "description": "The type of disconnection",
      "type": "string"
    },
    "conversationId": {
      "description": "conversationId",
      "type": "string"
    },
    "eventName": {
      "description": "Event Name",
      "default": "conversation-resolved",
      "type": "string"
    }
  },
  "additionalProperties": true
}
```

- Under Configurations, Add the webhook URL and select the POST method. After that save and Publish your action.

Integrations / Actions / Agent Close Action

Integrations

Actions

Single Sign-on

OAuth

Authorized Applications

Summary Setup

Contracts

Configuration

Test

Action Configuration

Request POST

Simple JSON

Request URL Template

https://alpha6.yellowmessenger.com/api/galaxy/genericIntegration/genesys-cloud/x1645430825645/abcabc?id=sdICBmLpA5t

The URL to the desired API will start with 'api/' if your action connects back to Genesys Cloud.

Headers

Add Header

Request Body Template

\$(input.rawRequest)

The transformation template for the request body.

Response

- Under admin → Search and select architect, and in flows select workflow and create one.

Architect

Flows : Workflow

Initial Flows

- Inbound Call
- Inbound Message
- Inbound Email
- Inbound Chat
- Outbound Call

Supporting Flows

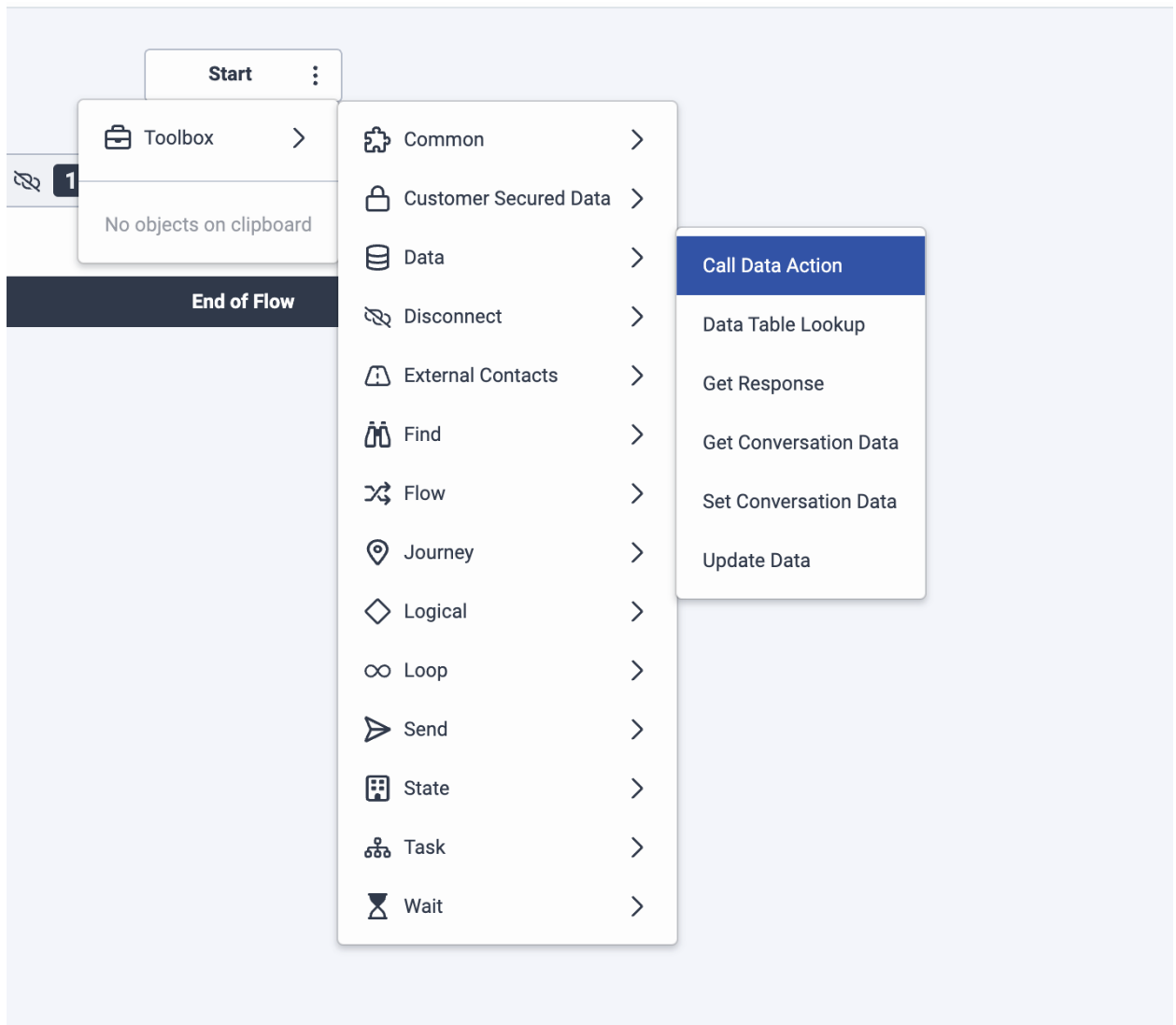
- Common Module
- In-Queue Call
- In-Queue Email
- In-Queue Message
- Secure Call
- Voicemail

Workflow

Post Interaction

- Survey Invite

6. Add call data action under data to the start node.



7. Select the action you created in the dropdown.

Initial State 10

Call Data Action 12

Success Failure Timeout

Drag action here

End Workflow 11

End of Flow

Name: Call Data Action

Category: Web Services Data Actions

Data Action: Select a data action

Agent Close Action

Testing Action

Testing agent close action

8. Add three data variables as shown below, select **input to flow** in each and pass a initial value to disconnectType variable.

Architect / Workflow

Shailen Utakar Help

This flow is not currently open for edit.

Test workflow Home

Save As... Version 7.0 Export Validate Edit

Search flow

Search data

Starting State

10 Initial State

Settings

Event Handling

Supported Languages

Resources

Data

Dependencies

Reusable Tasks

States

Add Variable

String Enter variable name Create

Filter data by accessibility: All

Type	Name	Container	Direction	Usage	Description
A	Flow.addressTo	-	→	Call Data Action	-
A	Flow.conversationId	-	→	Call Data Action	-
A	Flow.disconnectType	-	→	Call Data Action	-

Edit Variable

Type: String

Name and Description

disconnectType

Variable Accessibility

☒ Entire flow

☐

Variable Options

☐ Content is secure

☒ Input to flow

☐ Output from flow

Initial Value ⓘ

MANUAL

📄 ▼

Usages

Location	Type	Context
Call Data Action	Call Data Action Action	📄 disconnectType

Close

9. Pass these variables in data action, save and publish this workflow.

Search flow

🔍

📄 Call Data Action ⓘ 13

Category

Web Services Data Actions

Data Action

Agent Close Action

☒ Use action's suggested timeout

Inputs ^

to ⓘ

Flow.addressTo

Σ ▼

disconnectType ⓘ

Flow.disconnectType

Σ ▼

conversationId ⓘ

Flow.conversationId

Σ ▼

eventName ⓘ

conversation-resolved

📄 ▼

10. There will be workflow Id you can find in the URL, Keep that in handy to hit the API.
11. Please add the **process automation > trigger permissions** to the role given to the integration that was created to fetch clientId and client secret.