

eGain® Knowledge Hub

Genesys Connector Integration Guide



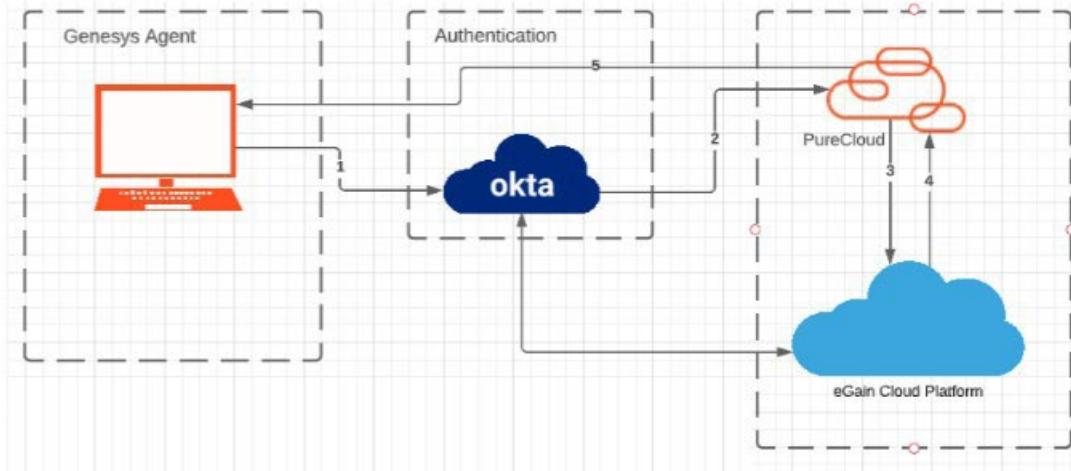
easy with eGain

Contents

eGain® Knowledge Hub	2
Genesys Integration Guide.....	2
Contents	2
Overview	3
Configure eGain Knowledge Hub for Genesys.....	3
Installation	3
Add New Widgets.....	7
Change the eGain Service URL	8
Configuration Schema.....	8
Troubleshooting	9
Invalid Host Name	9
Please fill the mandatory fields	9
Additional Attribute field cannot be empty.....	9
eGain Knowledge Hub is not loading	9
Interaction widget is not showing on screen after installing.....	9

Overview

Genesys PureCloud is a secure web-based collaborative document managing tool that allows you to store, organize, share and access information across different devices. eGain Knowledge Hub™ seamlessly integrates with Genesys PureCloud elevating the overall user experience and provides enhanced customer service capabilities across various channels.



Use this document to install and configure eGain Hub for Genesys. Topics in this document include:

- [Configure eGain Knowledge Hub for Genesys](#) on page 3.
- [Troubleshooting](#) on page 9.

Configure the eGain Knowledge Hub for Genesys Connector

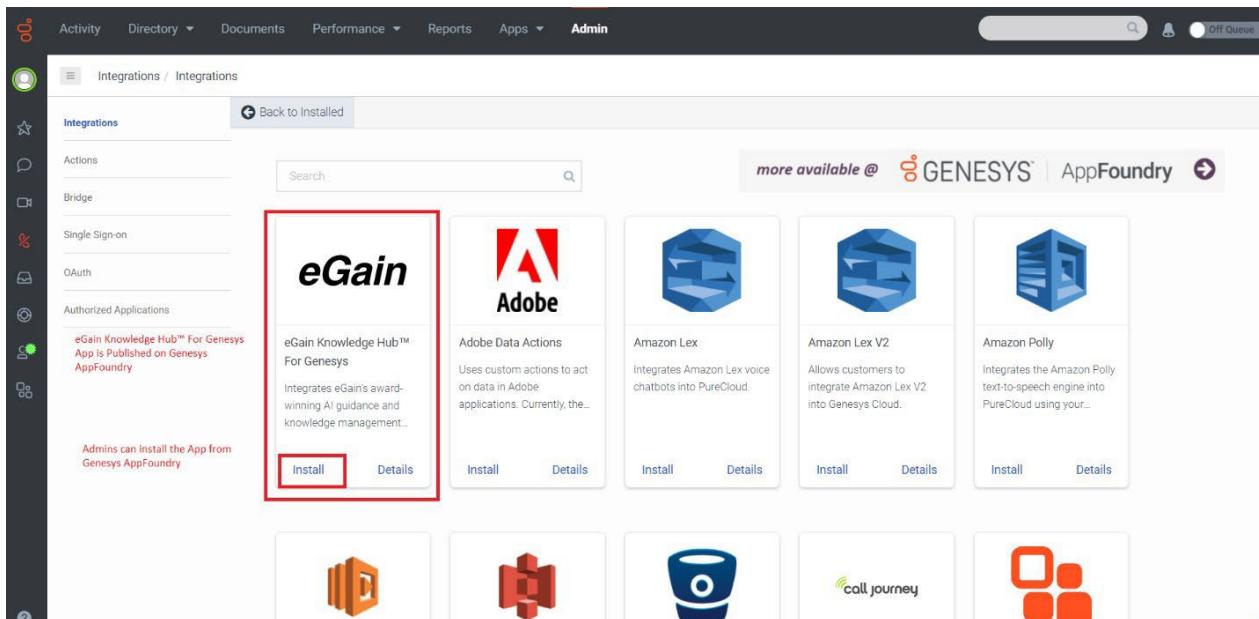
After installing the eGain Knowledge Hub for Genesys Connector, complete the following configuration steps to integrate the Genesys Connector with the eGain Knowledge Hub.

Installation

To configure eGain Knowledge Hub for Genesys:

1. Sign into Genesys as an administrator.
2. Go to Genesys AppFoundry and search for the **eGain Knowledge Hub™ For Genesys** application.

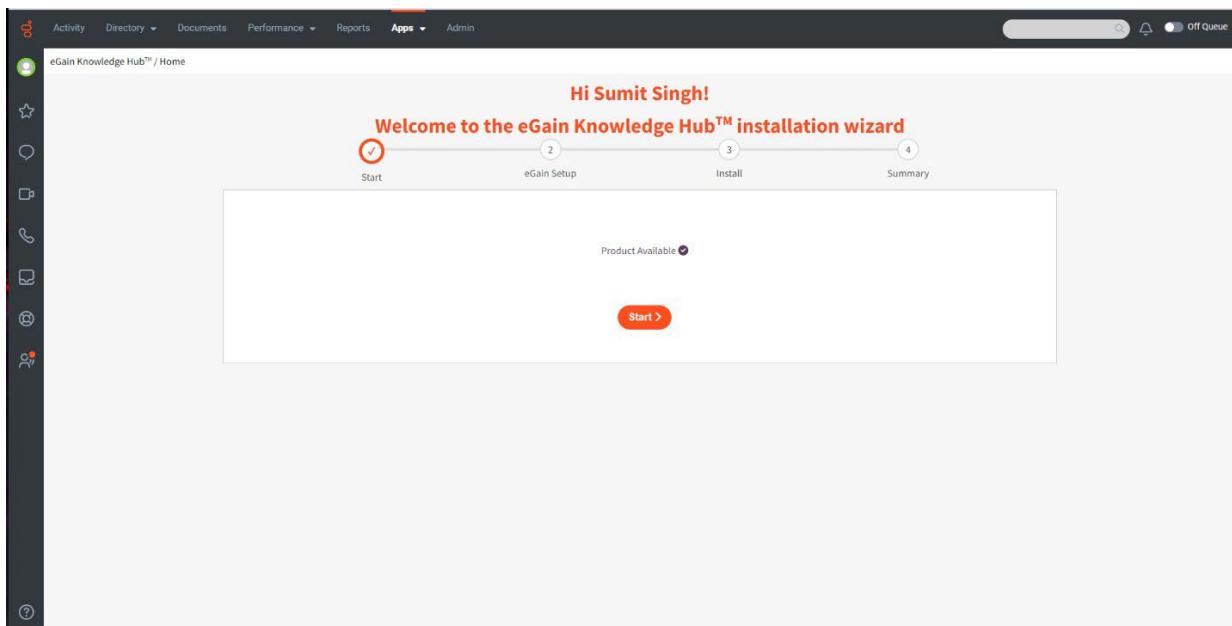
3. Click **Install**.



The screenshot shows the Genesys AppFoundry interface. The left sidebar has a 'Integrations' section with a red box around the 'eGain' entry. The main area shows several integration cards:

- eGain Knowledge Hub™ For Genesys**: Includes a red box around the 'Install' button.
- Adobe Data Actions**: 'Install' button.
- Amazon Lex**: 'Install' button.
- Amazon Lex V2**: 'Install' button.
- Amazon Polly**: 'Install' button.
- call journey**: No install button.
- Microsoft Dynamics 365**: No install button.
- Microsoft Power Automate**: No install button.
- Microsoft Power BI**: No install button.
- Microsoft Power Platform**: No install button.

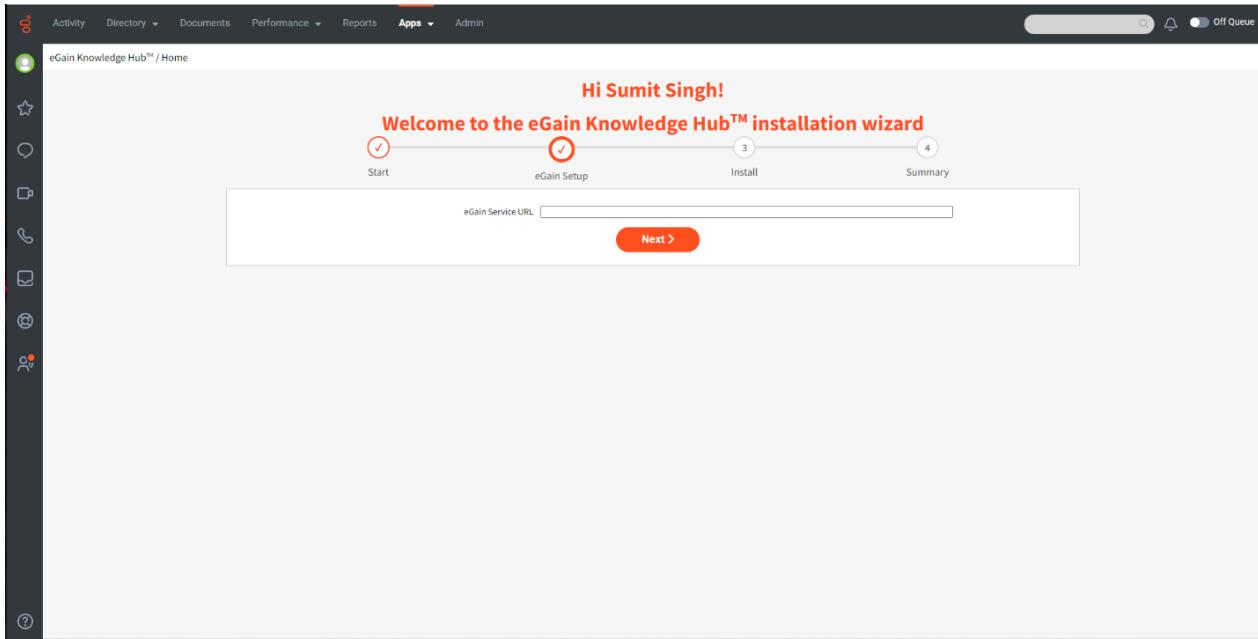
4. After purchasing the integration from the AppFoundry, Genesys will enable the product SKU on the customer's Genesys. On the start-up page, eGain will validate the SKU to ensure the customer has purchased the product before initializing the installation. Click **Start** to move to the next page.



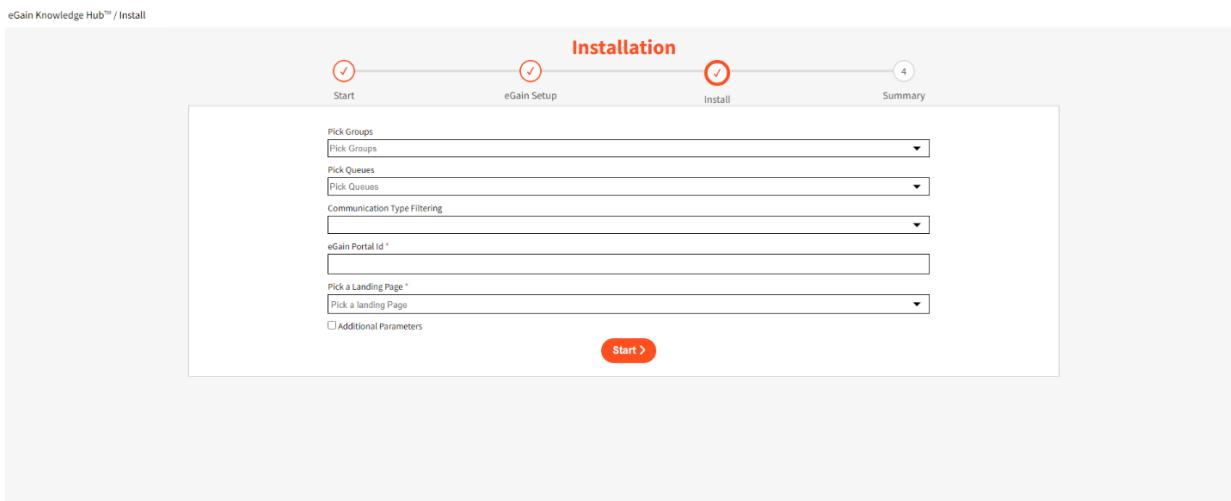
The screenshot shows the eGain Knowledge Hub™ installation wizard. The top bar shows 'eGain Knowledge Hub™ / Home'. The main area displays:

- Hi Sumit Singh!**
- Welcome to the eGain Knowledge Hub™ installation wizard**
- A progress bar with four steps: 1. Start (highlighted with a red box), 2. eGain Setup, 3. Install, 4. Summary.
- A message: 'Product Available' with a checkmark.
- A large red 'Start >' button.

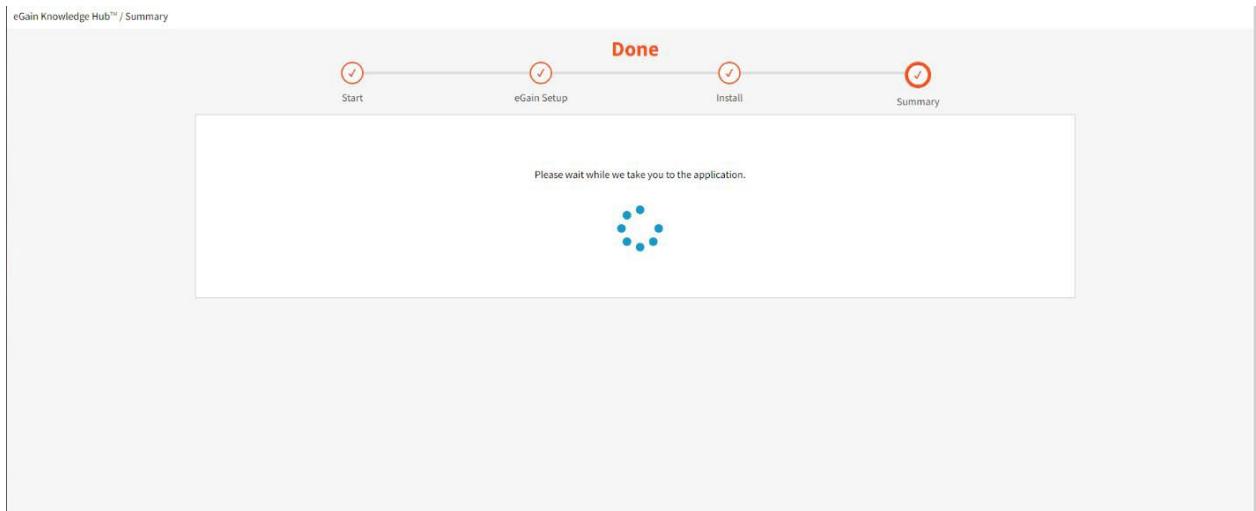
5. Provide the valid eGain configuration and click **Next**.



6. Provide the required information for knowledge bootstrap and click **Start**.



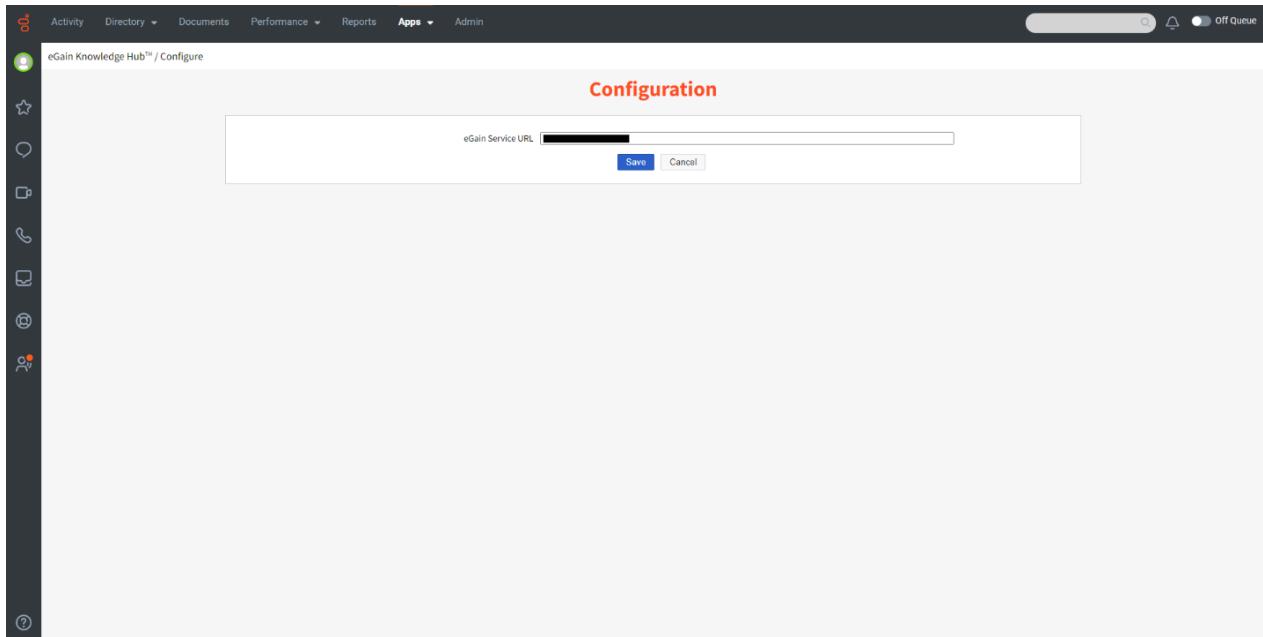
7. Create an OAuth application in Genesys and an interaction widget in eGain. After installation is complete, the application page opens.



8. The application page lists all widget instances and provides options to **create**, **edit**, or **delete** widget instances. Users can edit eGain configurations.



9. Click **Edit** to edit eGain configuration. Click **Save** to update changes.



Add New Widgets

This section describes the steps to add widget instances.

Note: Portal ID must be unique for each widget instance. It is important to ensure the same portal ID is not used in more than one widget instance.

To add more widgets:

1. Login to Genesys as an administrator.
 2. Navigate to **Apps > eGain Knowledge Hub**.
 3. Click **Add (+)** in the top right corner.
 4. Fill out the required fields.
 5. Click **Save**.

Change the eGain Service URL

After the installation process is completed, the eGain Service URL can be changed.

Note: Changing the Service URL does not change the existing widgets to connect to the new eGain instance. To change both the Service URL and the existing widgets, either delete all the widgets before changing the service URL or reach out to the eGain support team to manually change the existing widgets.

To change the eGain Service URL:

1. Login to Genesys as an administrator.
2. Navigate to **Apps > eGain Knowledge Hub**.
3. Click **Settings (gear icon)** in the top right corner.
4. Change the eGain Service URL.
5. Click **Save**.
6. Configuration Schema

Below is the list of attributes required for configuring eGain Knowledge Hub for Genesys App.

- ▶ **Client ID:** The client ID of the OAuth Application configured within Genesys with implicit grant flow.
- ▶ **Portal ID:** Portal ID of the portal configured in eGain and the portal that is opened within Genesys PureCloud
- ▶ **Landing Page:** The landing page for the application when the application is first opened while working on the interactions. Supported values are **search**, **casebase**, **topic-home**, **usefulitem-list**, and **home**.
- ▶ **Search Term:** Required if the landing page is **search**. Search term can be a constant, participant data, or latest message.
- ▶ **Casebase ID:** Required if the landing page is **casebase**. The application will open the casebase configured here.
- ▶ **Topic ID:** Required if the landing page is **topic-home**. The application will open the topic home of the topic ID configured here.
- ▶ **Useful Item List ID:** Required if the landing page is **usefulitem-list**. The application will open the List of the Useful Item List ID configured here.
- ▶ **Additional Parameters:** An array of Objects that will be passed as a Query Parameter when the application is opened. These parameters are used for passing guided help session variables, Topic Name for topic filtering, and Tag name for tag filtering.
 - **eGain Attribute Name:** Name of the query parameter.

- **Type:** Defines the type of the values passed for query parameter. Supported values are constant, participant, and message.
- **Participant Purpose:** Required if Type is defined as participant.
- **Value:** Defines the value of the query parameter. If the type is constant, the value is passed as it is. If the type is message, latest message from the interaction is passed as value. If the type is participant, the attribute values of the participant data from the interaction is passed as query parameter value.

Troubleshooting

Invalid Host Name

Ensure a valid eGain host is entered in the eGain configuration page. The correct input type is a string.

Please Fill the Mandatory Fields

Ensure all the mandatory fields are entered.

Additional Attribute Field Cannot be Empty

Ensure additional attribute fields are entered if selected. Uncheck the box if no additional attribute is required.

eGain Knowledge Hub is Not Loading

Ensure all the mandatory fields are entered.

Interaction widget is Not Showing on Screen After Installing

The eGain prefix may have been changed in the backend by the Genesys team.