# Genesys Cloud

The Genesys Cloud integration imports recorded voice conversations from Genesys Cloud into Alchemer Voice. It uses the Genesys transcript when one exists, and otherwise Alchemer Voice transcribes the recording itself. The integration is read-only.

## Create the OAuth client in Genesys Cloud

A Genesys Cloud admin creates the client (see Genesys' documentation on creating an OAuth client). Configure it as follows:

- **Grant type:** Client Credentials.
- **Role and division:** A role and division that can read the conversations, recordings, and transcripts you want imported, for example Quality Administrator.
- **Allowed IP address (CIDR):** The address shown in the Alchemer Voice connection window. It's specific to your workspace, so copy it from there.

## Connect in Alchemer Voice

### Before you begin

- The Client ID and Client Secret from the OAuth client above.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

### Steps

1. In Alchemer Voice, go to **Admin > Connections**.
2. Under **Call recording**, find **Genesys Cloud** and click **Connect**. The **Connecting Genesys Cloud** window shows the CIDR address for the client's allowed list.
3. Enter the **Client ID** and **Client Secret**.
4. Choose the **Region** your Genesys Cloud organization is in: US East (Virginia), US West (Oregon), Canada (Central), South America (Sao Paulo), Europe (Ireland), Europe (London), Europe (Frankfurt), Europe (Zurich), Asia Pacific (Tokyo), Asia Pacific (Seoul), Asia Pacific (Mumbai), Asia Pacific (Sydney), or Middle East (UAE).
5. Click **Connect**.

If Genesys rejects the credentials, you see "Genesys rejected these credentials."

## What's imported

Every five minutes, Alchemer Voice asks Genesys for newly completed voice conversations and imports each one it hasn't seen. Genesys prepares data in batches, so a conversation can take a

while to appear after the call ends. The first import covers the previous 90 days.

A conversation is imported only if it has a customer participant, at least one agent participant, and an audio recording. Calls shorter than one minute are skipped, and their recordings aren't downloaded or transcribed. The phone number and the agent's queue name are stored as the call's **Call line**, so you can filter conversations by queue.

# Troubleshooting

- **Not connected:** No credentials are saved.
- **Syncing…:** The first import is running.
- **Authentication failed:** Genesys is rejecting the saved credentials, for example because the client was deleted, the secret changed, or the allowed IP list no longer includes Alchemer Voice. Click **Disconnect**, then **Connect** with fresh credentials.
- **"Genesys rejected these credentials" when connecting:** Check the Client ID and Secret, that the grant type is Client Credentials, that the Region matches your organization, and that the CIDR address is on the client's allowed list.
- **Calls are missing:** Check that the role can read recordings and transcripts, and that the call was recorded, lasted longer than a minute, and had both a customer and an agent.

Disconnecting removes the saved credentials. Conversations already imported stay in Alchemer Voice.

# Permissions

Connecting and disconnecting Genesys Cloud requires the **Manage connections** permission, which admins usually have. Without it, you can't connect or disconnect Genesys Cloud. See Roles and permissions.

If you need help, contact Alchemer Support.

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