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Genesys App Automation Platform Help

CTI Viewer

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CTI Viewer

The CTI Viewer uses a combination of Whisper Transfer and special access to the reporting database to allow you to pass attached data between the caller and the agent, without requiring a CTI-enabled telephony environment.

If you have enabled Whisper Transfer in your **Phone** block, just before the transfer takes place, GAAP attempts to log the call history to the database and the database generates a new **Call ID** record. GAAP then creates a special scripting variable called **WhisperID** that you can include in the Whisper Transfer prompt (for example: **The code is [var:WhisperID]. Press 1 to accept the call**).

The CTI Viewer can be viewed by most user roles. However, there is a special **CTI Agent** user role that is only allowed access to this page.

To use the CTI Viewer:

1. The agent logs into GAAP and clicks **CTI Viewer** in the navigation bar.
2. In the **CTI Viewer** view, click **Launch**.
3. In the **CTI Viewer** dialog box, enter the code provided by Whisper Transfer and click **Lookup**.
4. The call details display, including the CLI, any CTI attached-data fields that were attached by **Script** blocks, and a table showing all of the business tasks that were attempted during the call.

Important

CTI Viewer might show agents an extensive list of information. If needed, agents can click ★ to specify which details they want to view at the top of the list.