

GENESYS

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Gplus Adapter User Guide

Open Media Interactions

Open Media Interactions

Open media is an interaction type that you might be required to handle besides the other non-voice interactions such as email or chat. Open media is generally configured as a channel (Workitem) by your organization and it is available under **My Channels** tab. Note that the open media interaction is supported only in Salesforce Lightning Experience.

Like any other interaction, you can set your status to ready, accept and work on the open media interaction, transfer to an agent, set disposition, and mark done. You can view your open media activity details under Activity History.

See Workitems page for full functionalities of this feature.

Important

Workbin for open media is not supported in Lightning Experience mode. You can move an open media interaction in and out of a Workbin, however the functionalities that involve integration with Salesforce such as screen pop and activity history are not supported.

	Q. Search Contacts and more
	app1 Cases V Contacts V Contracts V
Invite for an open media interaction	Contact Mr.
e Information	Title Account Name Phone(2) ♥ Email Contact Own
n: Inbound SF_Case rstName: Uniquename	RELATED DETAILS NEWS
Casel Accept Reject	We found no potential duplicates of this contact. No duplicate rules are activated. Activate duplicate rules to identify potential duplicate records.
	Opportunities (0) New
	Cases (0) New

When you accept the open media invitation in Agent Desktop, you can notice that the related contact record is shown as a screen pop in the **Contacts** tab in Salesforce Lightning. If there is no contact information available, the **New Contact** page is displayed.

If configured by your administrator, you may also get a screen pop on open media invite or transfer from other agents.

Activity History for Open Media

ACTIVITY CHATTER	SF_Case 02B0JBTTPNXM40K8	Edit Comments Change Date Create Follow-Up Task
	Name Related To. Uniquename Clinton	
Email	DETAILS RELATED	
Write an email Compose	Assigned To	Status Zompleted
ctivity Timeline 🔻 🕑 Expand All	Subject SF_Case 02B0JBTTPNXM40K8	Name
ext Steps More Steps	Cal Result	Rolated To
o next steps. To get things moving, add a task or set up a	Call Object Identifier 02B0/BTTPNXM40K8	
meeting	Type Other	
ast Activity	Call Duration 394	Detailed Activity history of
SF_Case 02B0JBTTPNX Today	Cal Type Inbound	an open media interaction
Load More Past Activities	Due Date 4/19/2018	
	Priority High	
	Small	

When you mark an open media interaction as done (**Mark Done**), the details about the interaction are added to the contacts's activity history in the **Activity** tab in Salesforce Lightning.

To view the detailed activity history,

• Click on the activity link in the **Past Activity** section. The activity history and its details are displayed as a separate tab in Salesforce Lightning.

The types of information that are saved in the activity history of an open media activity include:

- Assigned To
- Created By
- Last Modified By
- Subject
- Due Date
- Related To
- Comments
- Status
- Priority
- Call Duration
- Call Object Identifier

- Call Type (*inbound* only)
- Call Result