Genesys Engage Migration for Echopass Guide

Custom Integrations

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Custom Integrations

Configure back-end integrations and SFDC connector integrations in Genesys Engage cloud.

ESM application	Genesys Engage cloud application
ELC custom integrations	Genesys Engage cloud custom integrations

EchoRelay back-end integrations (SOAP based)

ELC EchoRelay uses Simple Object Access Protocol (SOAP) interfaces for back-end integrations. As part of the migration process to Genesys Engage cloud, these back-end integrations are created as REpresentational State Transfer (REST) interfaces.

SFDC connector

CRM Gplus Adapter for Salesforce is a softphone for handling inbound and outbound calls, as well as other interactions such as chat or emails. You can launch the softphone from Contact management or ticket management system. For more information about CRM Gplus Adapter for Salesforce, see Gplus Adapter for Salesforce.