GENESYS

Gplus Adapter 8.0 for Siebel CRM Developer's Guide

Gplus Adapters 8.0.3

1/7/2022

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Supplement to Gplus Adapter for Siebel CRM Developer's Guide

Welcome to the Supplement to the Gplus Adapter 8.0 for Siebel CRM Developer's Guide. It provides additional information related to 8.0.3 features that are not reflected in the Developer's Guide PDF.

Released in Version	Feature Name	Article Type	Date Released
8.0.3	Campaign Templates Support	New	December 15, 2016

Campaign Template Support

To support Campaign templates, please note the updates to the respective chapters of the Gplus Adapter 8.0 for Siebel CRM Developer's Guide.

Chapter 1: Campaign Synchronization Component

The Genesys Campaign Synchronization Server API Representation section

The CampSynch - Create Campaign Method subsection

As noted in the PDF, this method creates a Campaign object in the Genesys Configuration Database. This Campaign object is created without any calling lists.

Note:

- If GenesysTemplateCampaign is not specified in the request, then after a Campaign object is created and the calling lists are synchronized, you still must perform the manual steps to finish the campaign configuration by using Genesys Configuration Manager.
- If GenesysTemplateCampaign is specified in the request and the appropriate Campaign template is properly configured in the Configuration Environment, then no additional manual steps are needed to finish the campaign configuration.

Table 4: The CampSynch - Create Campaign Method Input Parameters

This table is the updated version of Table 4 in the PDF.

Parameter	Sub-Parameter	Mandatory	Description
RequestId		Yes	See RequestId.
ConfigurationId		Yes	See ConfigurationId
CampaignName		Yes	See CampaignName.
Summary		Yes	See Summary.
GenesysTemplateCampaign		Yes	The Genesys campaign name that should be used as a template to finish the configuration.
FolderName		Yes	The folder name in the Configuration Database where a campaign is placed.
	type	Yes	Values can be relative or absolute. An absolute path specifies a full

Parameter	Sub-Parameter	Mandatory	Description
			object path that starts from the tenant root (but does not include the tenant name). The absolute path enables using preconfigured Configuration Units and Sites. For example, an absolute path can be `Unit1/Campaigns/SBL` or `Site1/Unit2/ Calling Lists/SBL/ Org1`. If an absolute path is not specified, the relative path is used. A relative path specifies an object path that is relative to the default object path (`/Campaigns`, `/Calling Lists`, or `/Table Access`). For example, the `/SBL` relative path assumes the object creation under `/Campaigns/ SBL`, `/Calling Lists/SBL`, and `/Table Access/SBL`. **Notes:** • An absolute path must contain a folder of the type that corresponds to the required object type (for example, object type Campaign for campaigns, object type Calling List for calling lists, or object type Table Access for table access objects). • Configuration Units and Sites must be created prior to synchronization, along with a folder of the required type. All subfolders can be created automatically during synchronization.