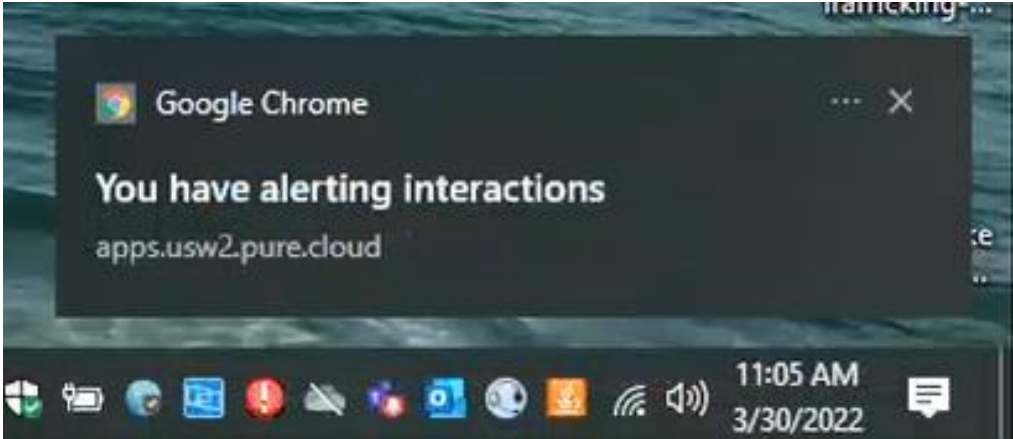



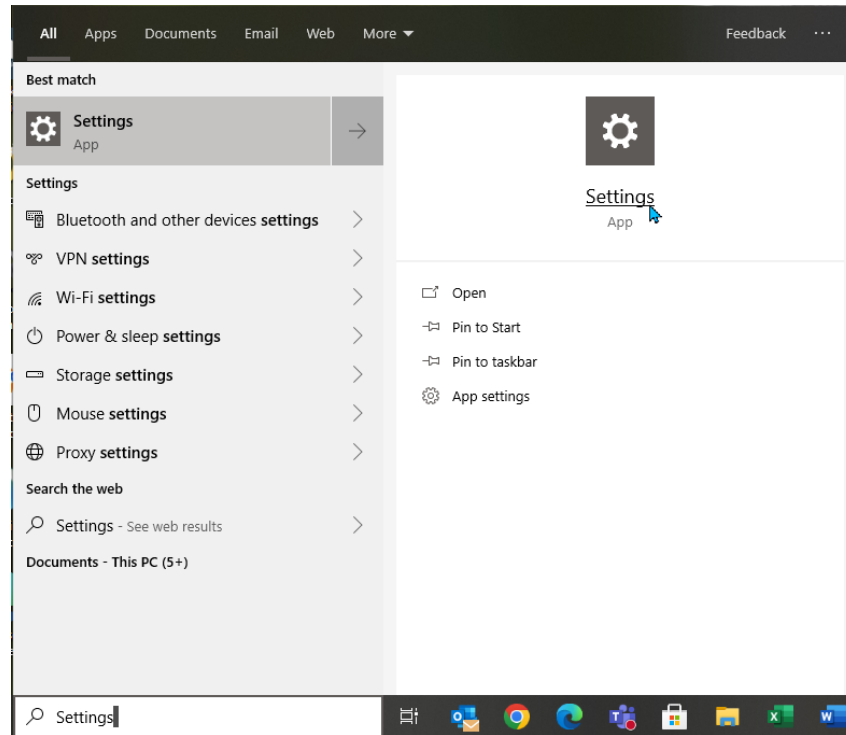
Settings for Genesys Cloud Alerts

Version	Date	Intended Distribution To
1.0	07/28/2023	Genesys Cloud Users

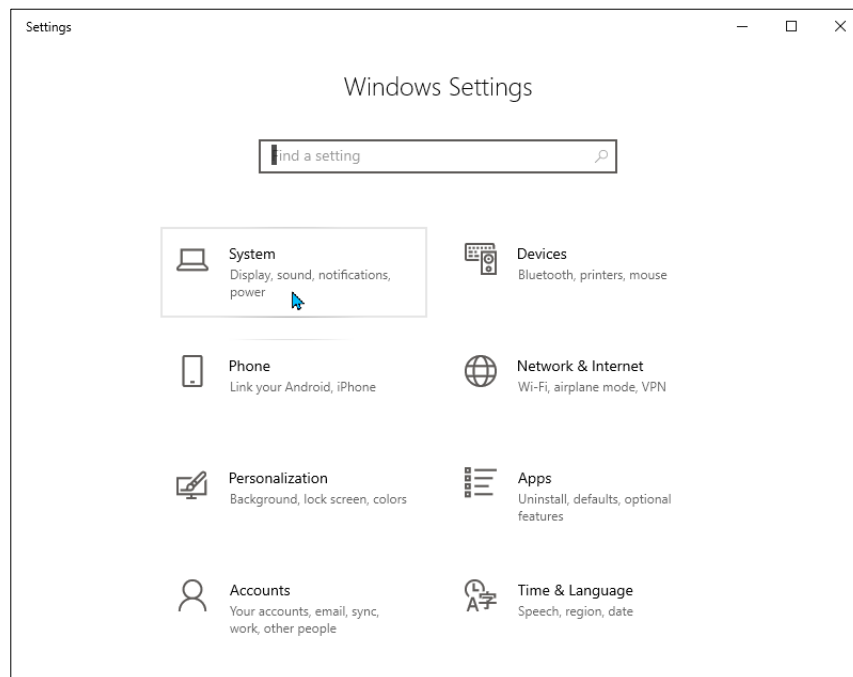
In order for a user to receive pop up alerts, including alerts when interactions are delivered, specific setting adjustments may be required in Google Chrome and on the user's machine.

Step	Action
	<p>Genesys Cloud notifies users of incoming interactions by sending pop-up alerts. These notifications are particularly important when the user may have minimized the Genesys application, be working in a different application, or on multiple screens.</p>  <p>Clicking on the notification box will open the application so that the interactions can be answered.</p> <p>To ensure that the alerts are delivered “over” the alternate application the user may be working in or when the Genesys application is minimized, it may be necessary to adjust settings in the Google Chrome browser and the user’s machine.</p> <p>Follow the steps in this Job Aid to update the required settings.</p>
	<p>Select the Windows icon in the bottom left corner of the screen and enter <i>Settings</i> to search.</p> 

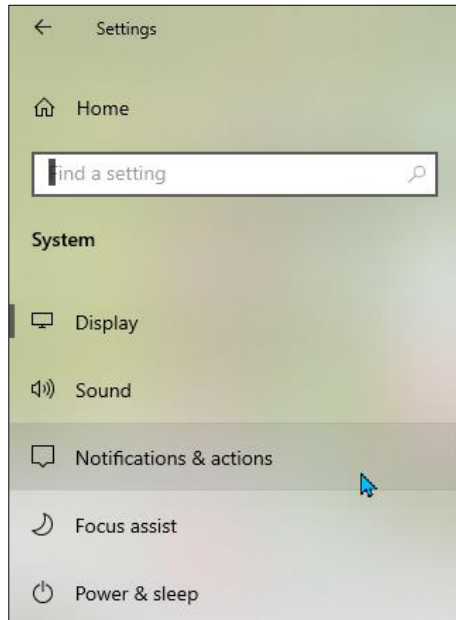
Choose the Settings App.



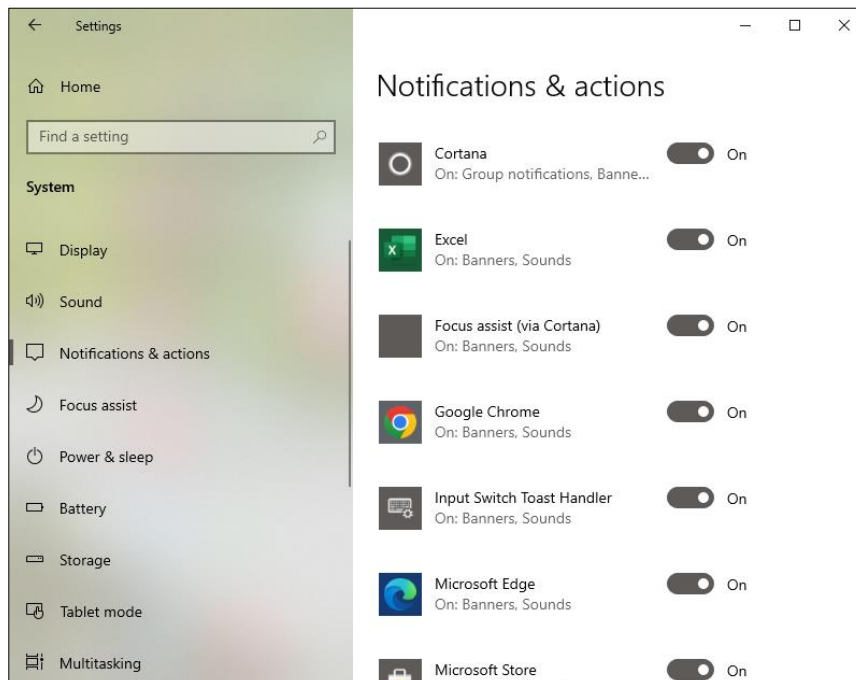
Select System.



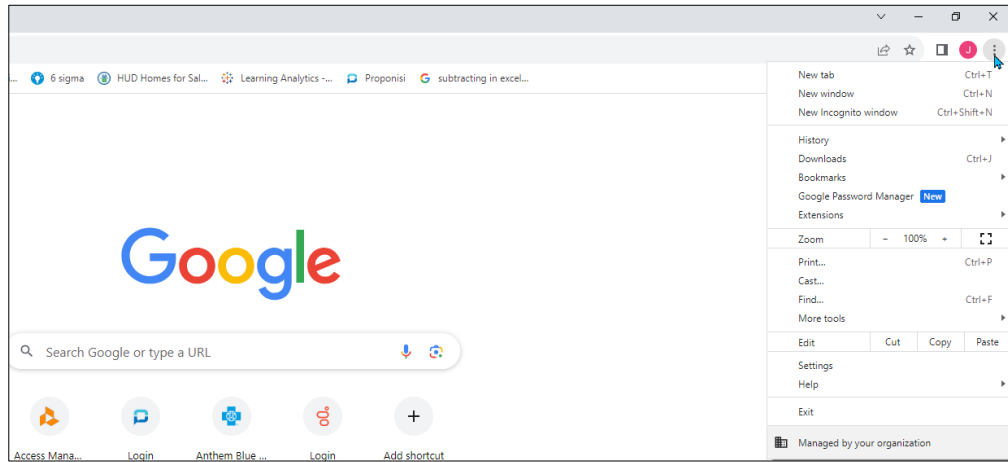
Select *Notifications and Actions*.



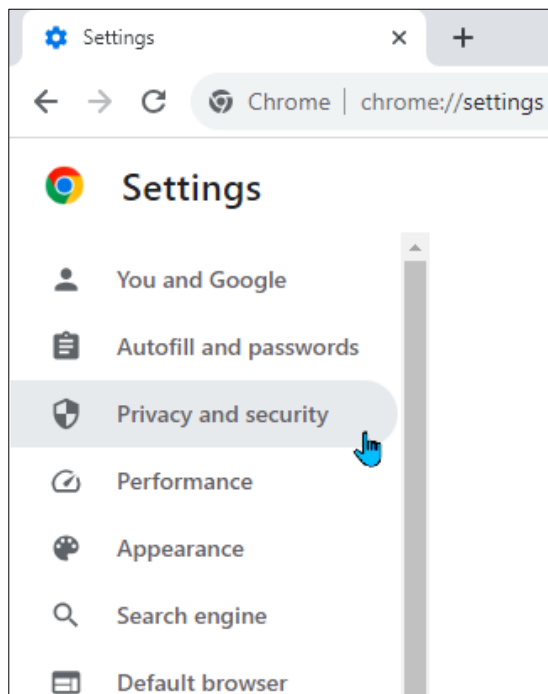
Scroll down to Google Chrome, and ensure slider is set to "On".



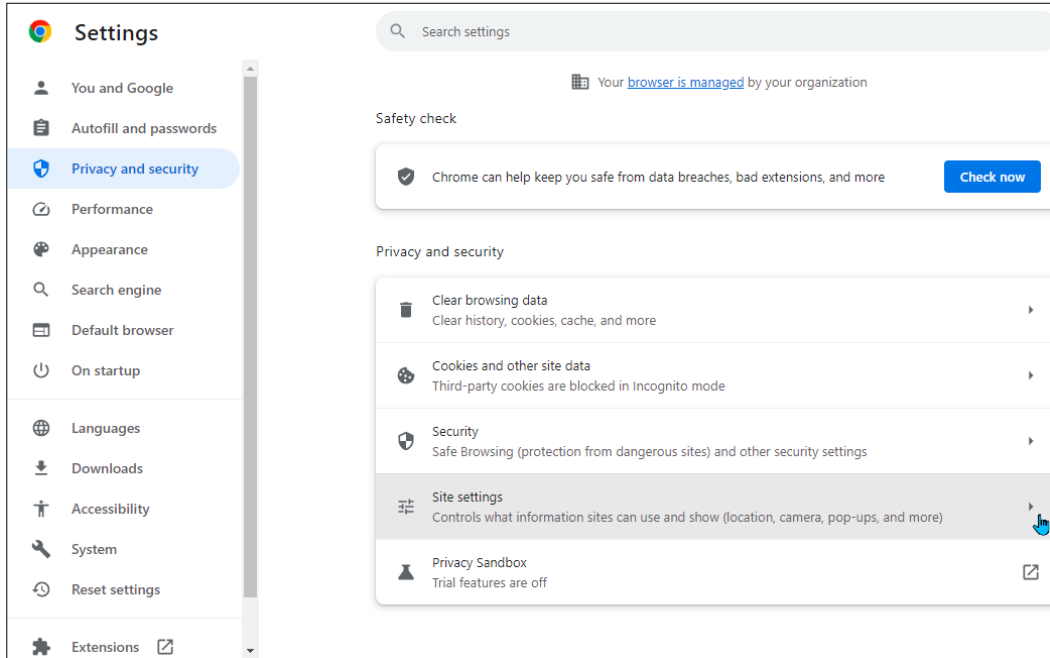
Next, open the Google Chrome browser, and go to *Settings*.



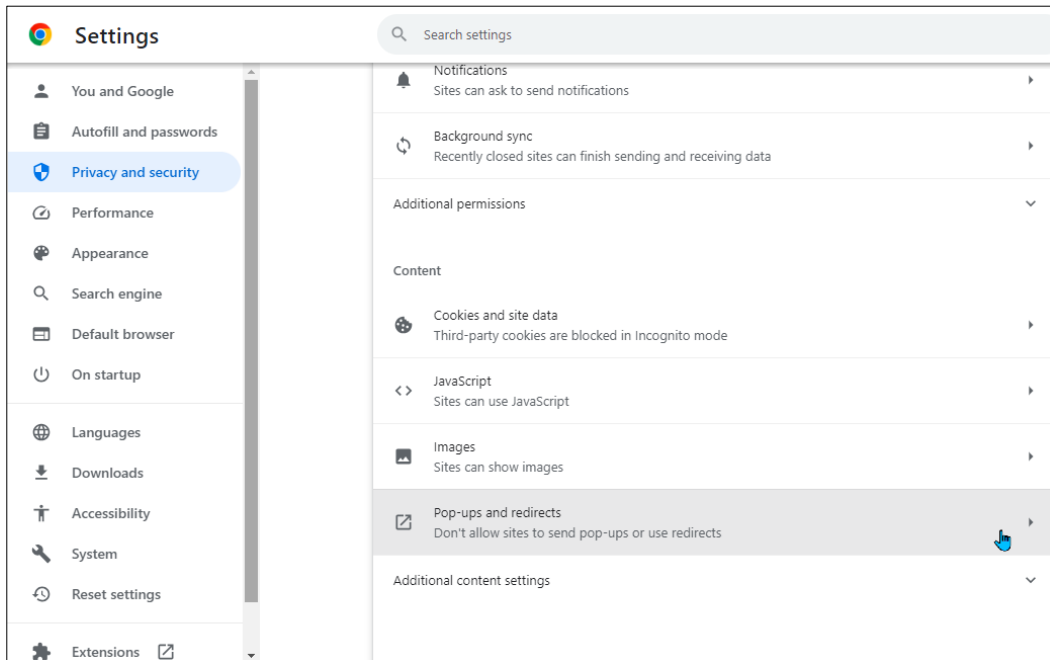
In *Settings*, go to *Security and Privacy*.



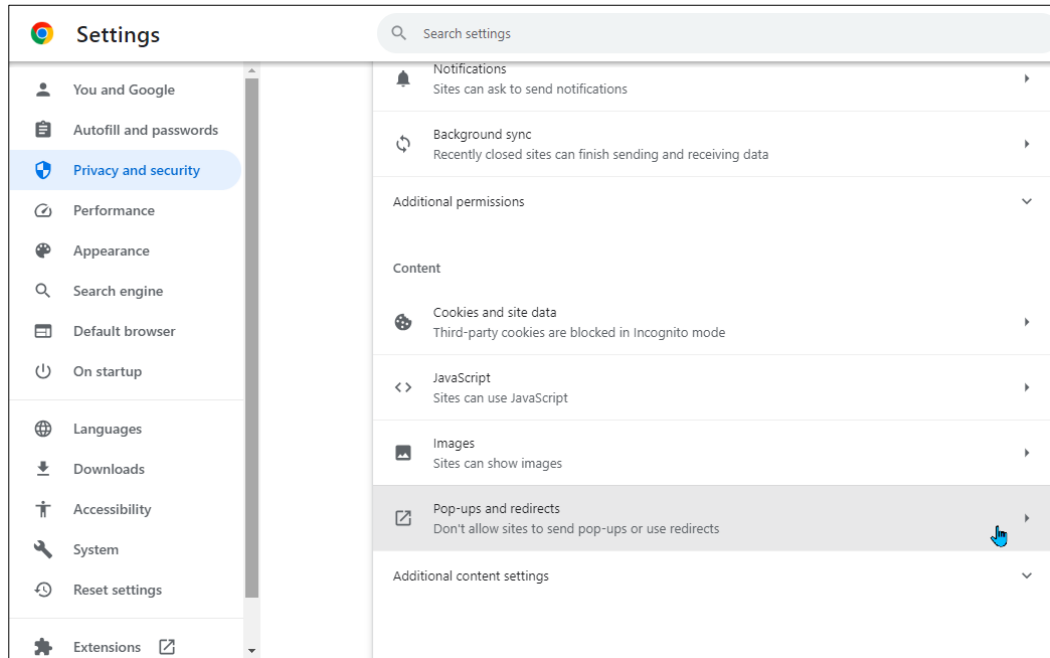
Select *Site Settings*.



Scroll down to select *Pop-ups and Redirects*.

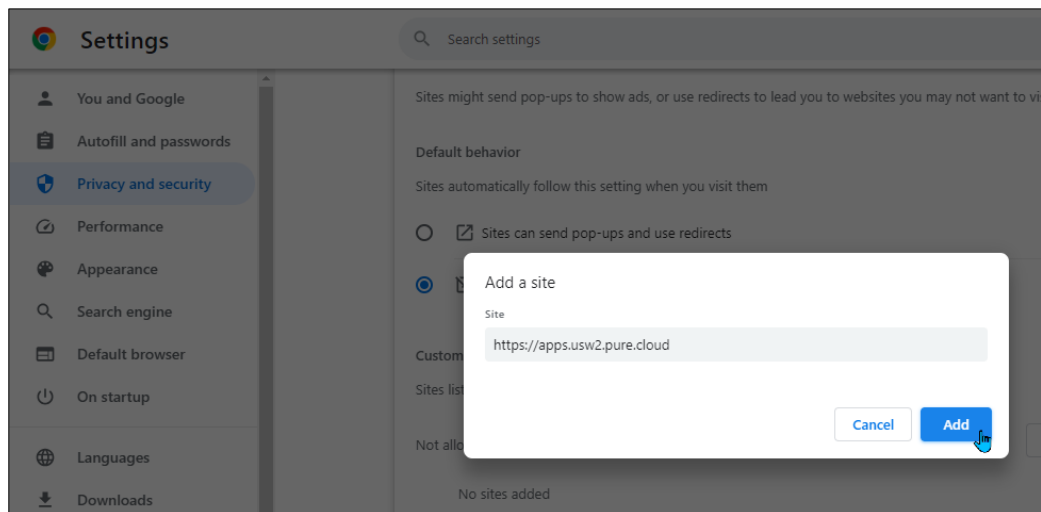


Scroll down to *Allowed Sites to Send Pop-ups and use Redirects*, and select *Add*.

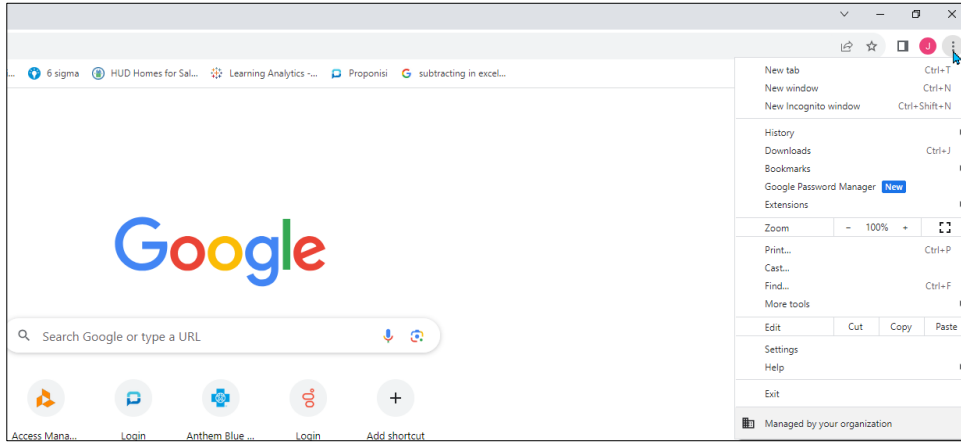


Add the site: <https://apps.usw2.pure.cloud:443>.

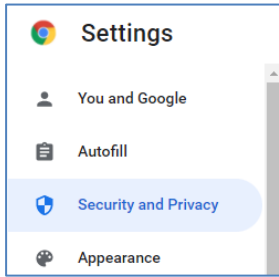
NOTE: The extension :443 may not be necessary. If an error is produced, remove the extension, and attempt again.



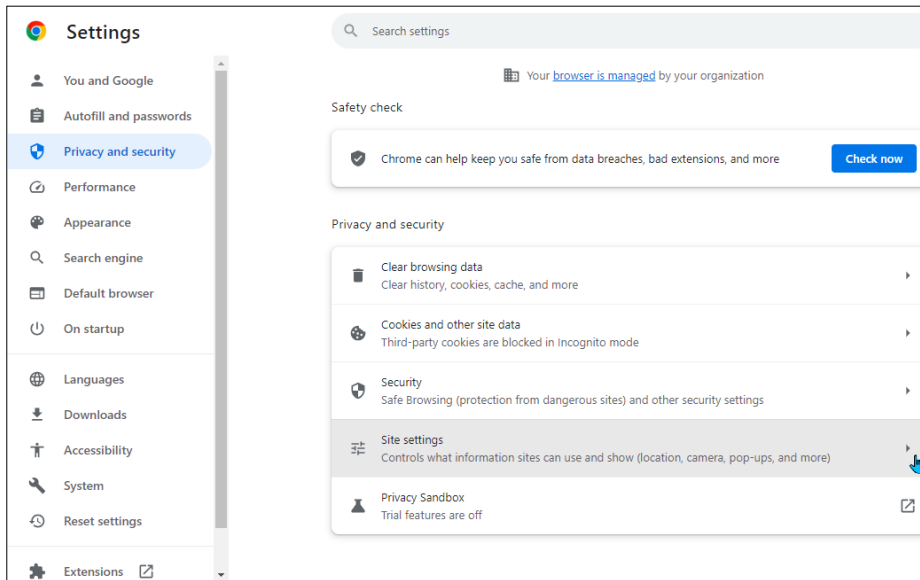
Return to Google *Settings*.

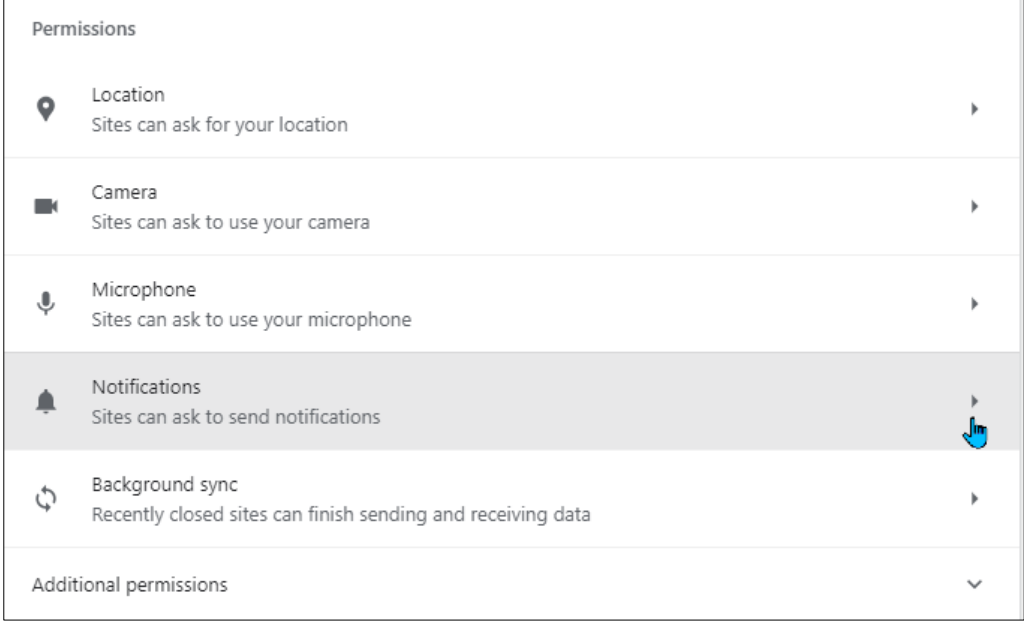
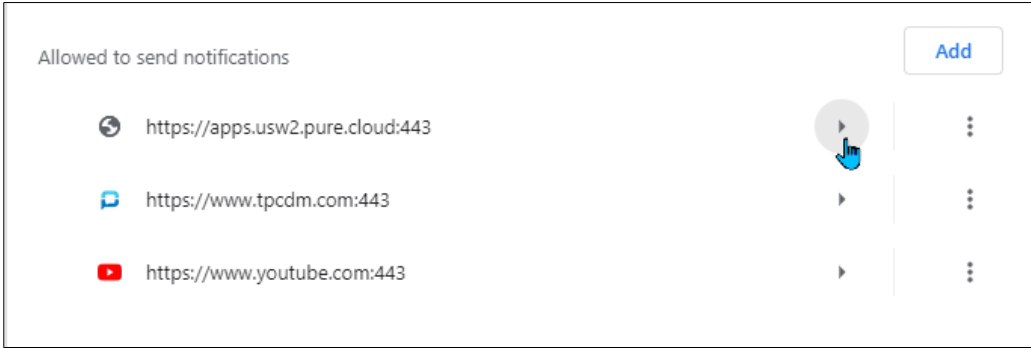


Go to *Security and Privacy*.

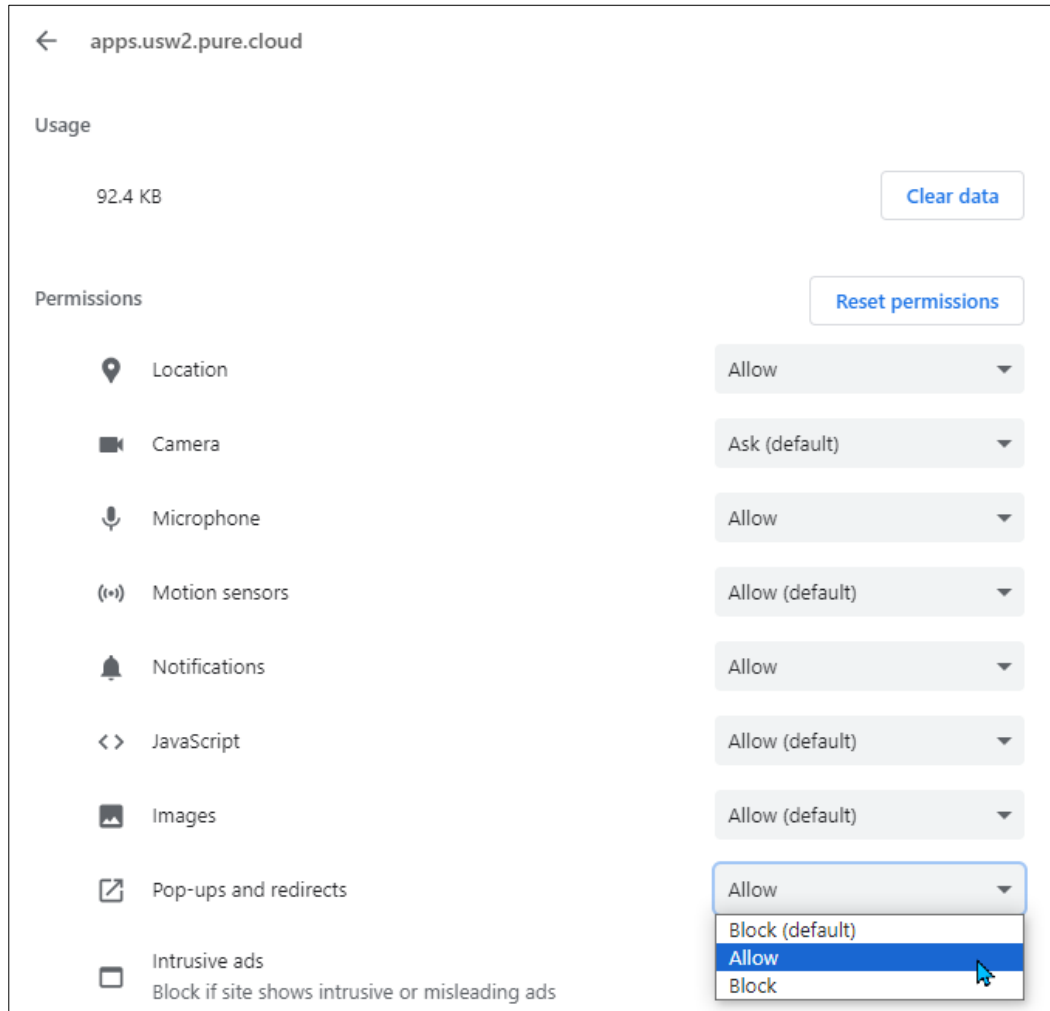


Select *Site Settings*.



	<p>Scroll down and open <i>Notifications</i>.</p>  <p>The screenshot shows a list of permissions: Location, Camera, Microphone, Notifications (highlighted with a hand cursor), Background sync, and Additional permissions.</p>
	<p>Scroll down to <i>Allowed to Send Notifications</i>, and select the right arrow next to https://apps.usw2.pure.cloud:443.</p>  <p>The screenshot shows a list of allowed sites to send notifications: https://apps.usw2.pure.cloud:443, https://www.tpcdm.com:443, and https://www.youtube.com:443. A hand cursor is pointing to the right arrow next to the first URL.</p>

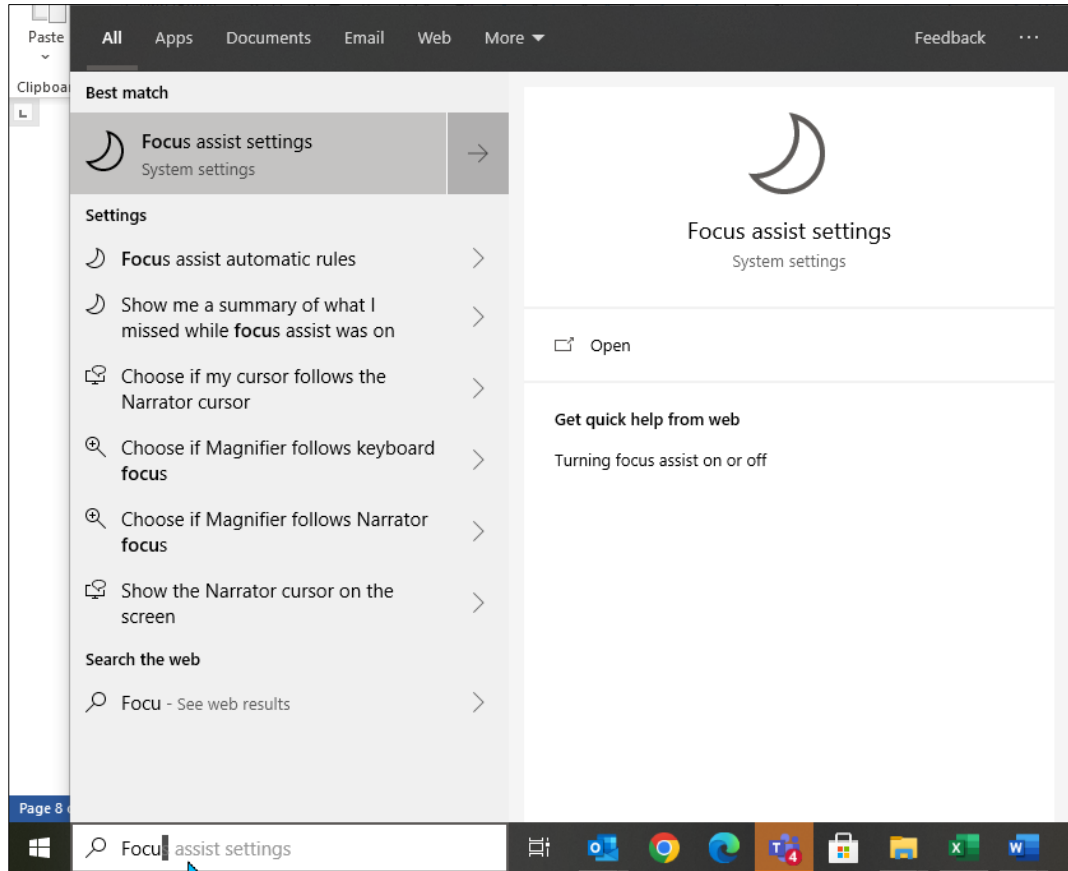
Select *Allow* from the drop-down menus for *Notifications* and *Pop-ups and redirects*.



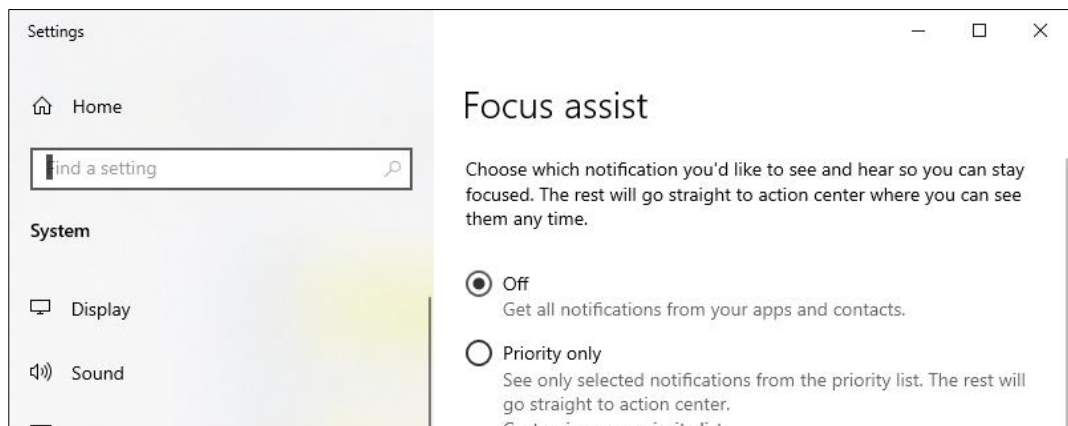
The screenshot shows the Chrome site settings page for the domain `apps.usw2.pure.cloud`. The page is divided into two main sections: Usage and Permissions. The Usage section shows a data size of 92.4 KB and a 'Clear data' button. The Permissions section lists various permissions with their current settings and a 'Reset permissions' button. The 'Pop-ups and redirects' permission is currently set to 'Allow' and its dropdown menu is open, showing 'Allow' selected, 'Block (default)', and 'Block'.

Permission	Current Setting
Location	Allow
Camera	Ask (default)
Microphone	Allow
Motion sensors	Allow (default)
Notifications	Allow
JavaScript	Allow (default)
Images	Allow (default)
Pop-ups and redirects	Allow
Intrusive ads	Block if site shows intrusive or misleading ads

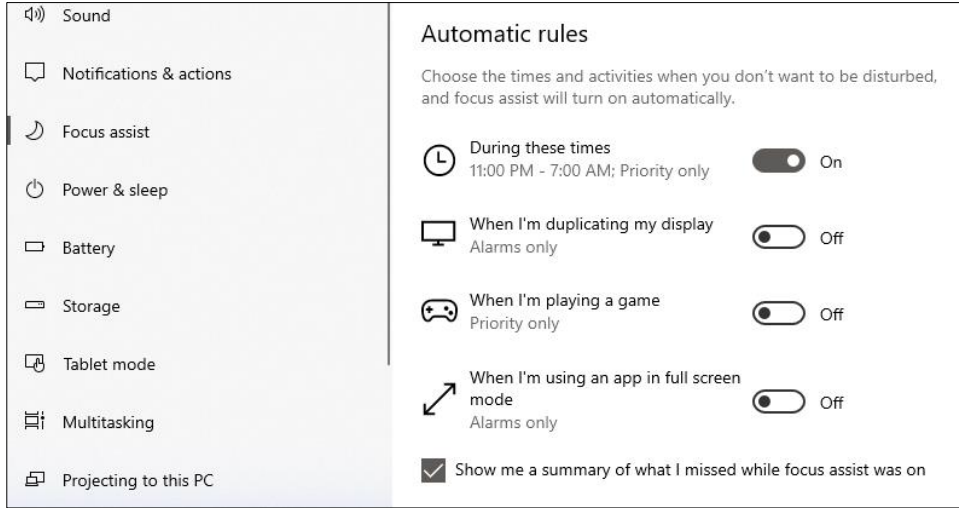
Next, close the Google browser and return to the Windows Search option. Enter Focus assist as the search term, and then open the *Focus assist settings*.



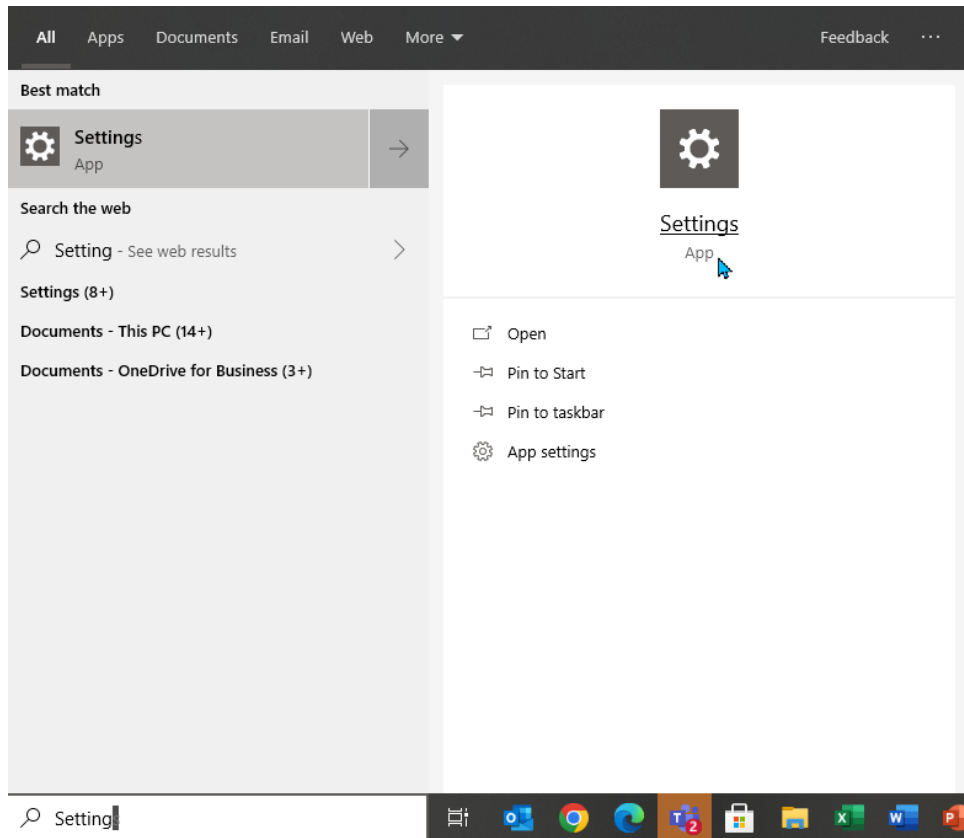
Set *Focus assist* to Off.



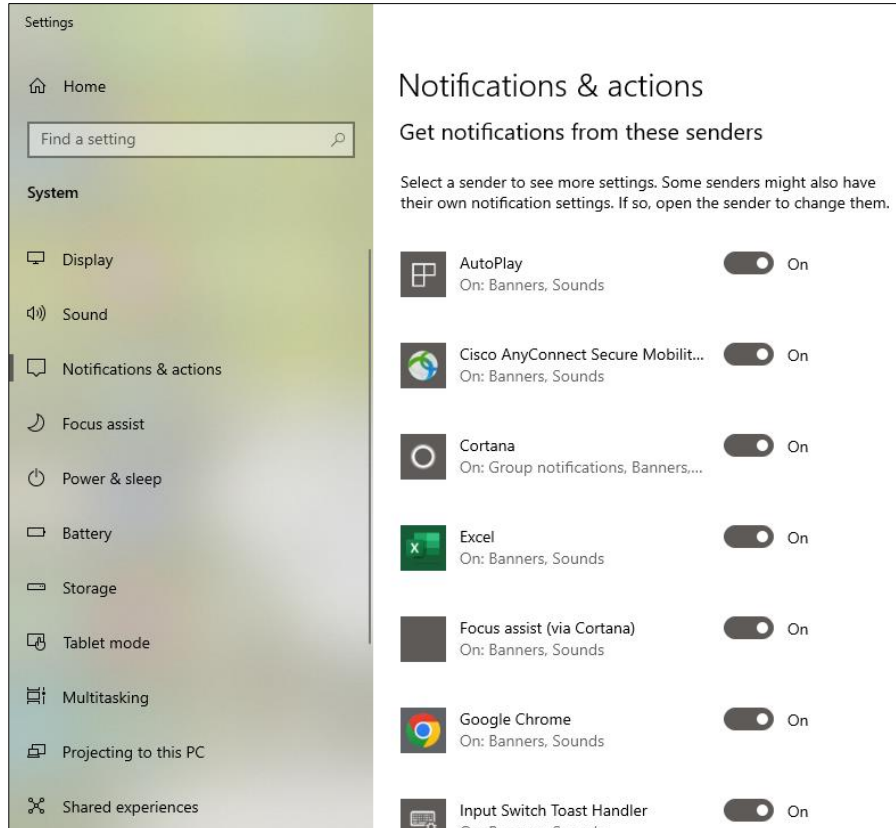
Under Automatic Rules, ensure that *When I'm duplicating my display* and *When I'm using an app in full screen mode* are set to Off.



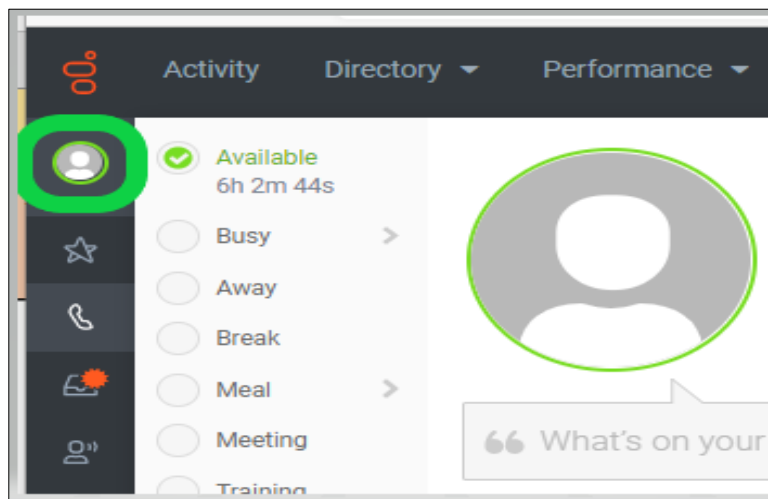
Next, go back to the Windows Search bar, search for Settings, and open the *Settings* App.



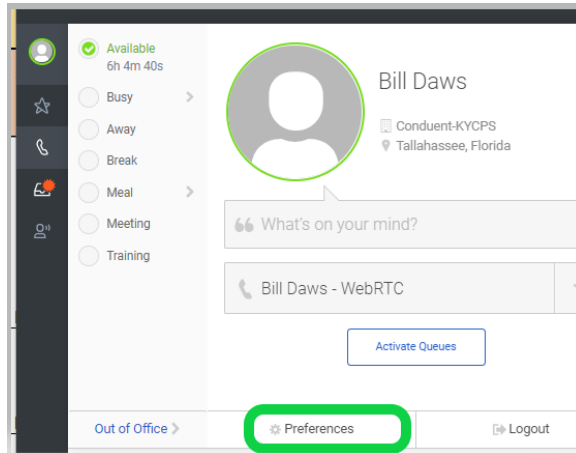
Go to *Notifications & actions*, and navigate to *Get notification from these senders*. Find Google Chrome and turn the slider off and then back on.



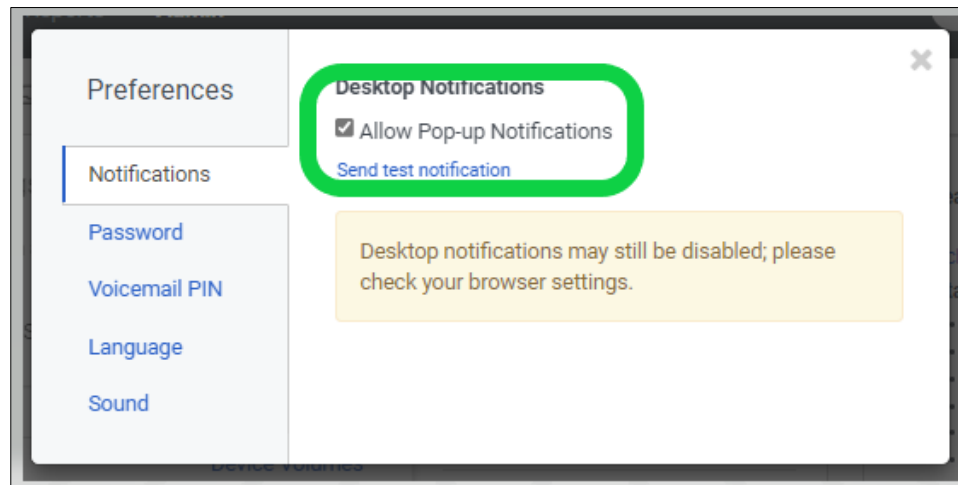
After adjusting settings on the user's machine and Google, it is also necessary to update settings in Genesys Cloud. Log into the Genesys Cloud application and navigate to the user profile.



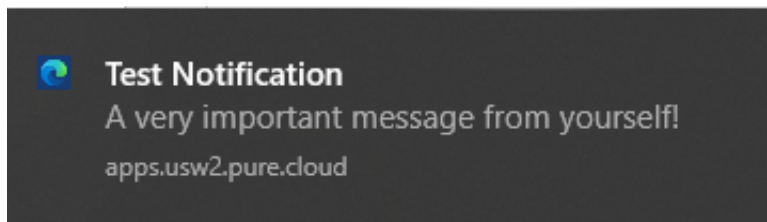
Select *Preferences* on the user profile.



In the *Notification* tab of the *Preferences* menu, click to fill the check box at *Allow Pop-up Notifications*.



Click on the link, *Send Test Notification* to create a test notification to ensure interaction alerts will populate. A test interaction alert should populate on screen, even if the Genesys application window is minimized.



NOTE: When setting Preferences in Genesys Cloud, the user may receive a pop up box asking for the notifications to be allowed before the test notification is delivered.

This pop up box may also populate when the user logs into the Genesys application, and should always be answered, *Allow*.

