Authorized Applications

Section	Detail
Navigation	`Admin → Integrations → Authorized Applications`
Alt Navigation	`Menu → IT and Integrations → Authorized Applications`
Required Permission	`OAuth > Client > Authorize`
Purpose	View, modify, and revoke OAuth application access to your Genesys Cloud organization
Module Context	Part of **Integration Management** in Genesys Cloud

> **Verified against Genesys Cloud Resource Center — March 2026**

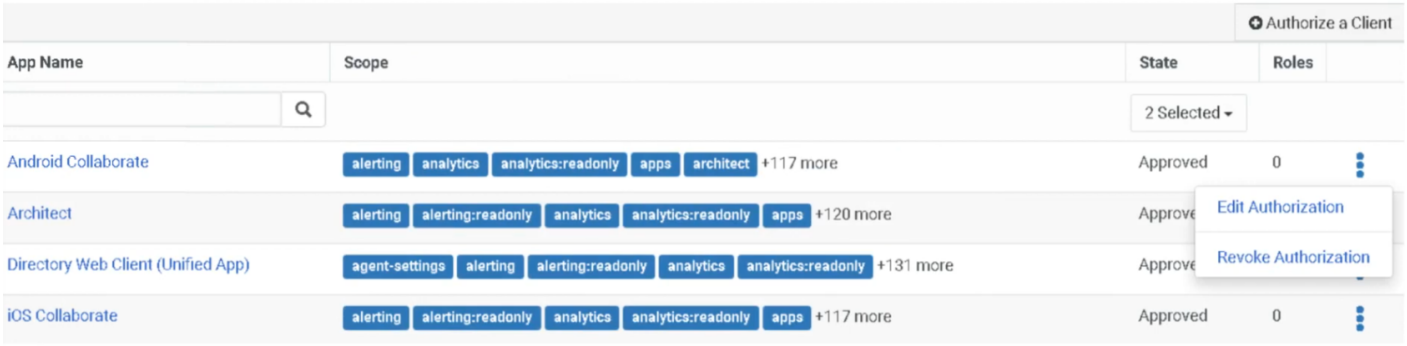
Overview

The Authorized Applications view lists all client applications that have been granted permission to operate in your organization, along with the OAuth scopes assigned to them. From this view, administrators can modify what an app is allowed to do (its scopes) or revoke an app so it can no longer run in the org.

> **Authorized Applications vs. Authorized Organizations:** These are two different features. Authorized Organizations grants *user* access across orgs (pairing). Authorized Applications grants *application* access via OAuth scopes — used for integrations, AppFoundry apps, and third-party tools.

Authorized Applications View — Columns

Column	Description
App Name	Name of the authorized OAuth client application. Click the name to edit its scope or revoke its authorization.
Scope	The OAuth scopes granted to the application. Scopes define exactly what the app is allowed to do within your org.
State	Current authorization status of the application — **Approved**, **Pending**, or **Revoked**. Use the State dropdown to filter by status.
Role	Displays the number of roles available to the application (not the role names).
Actions	Click **More (⋮)** to open the action menu — options are **Edit Authorization** or **Revoke Authorization**.



Application States

State	Meaning
Approved	Application is authorized and can obtain access tokens
Pending	Authorization request has been submitted but not yet approved
Revoked	Authorization has been removed — app cannot obtain access tokens

> ⚠ **Revocation is permanent and cannot be undone.** A revoked application cannot get a new access token. To restore access, you must fully reauthorize the application from scratch.

Key Concepts

Topic	Explanation
Authorized Application	An application that has been granted permission to access Genesys Cloud via OAuth
OAuth Client	The credential set (Client ID / Secret) that an application uses to authenticate and request tokens
Scopes	Define the specific API permissions granted to an application — limit what the app can access or do on behalf of a user or org
Roles	Determine the level of access the application has within Genesys Cloud (assigned per application, visible as a count in the view)
Revocation	Immediately and permanently blocks the application from obtaining access tokens — reauthorization required to restore

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Navigation

Task	Steps
View Authorized Applications	`Admin → Integrations → Authorized Applications`
Edit Application Scopes	Click **More (⋮)** beside the application → **Edit Authorization** → select/deselect scopes → **Save**
Revoke Application Access	Click **More (⋮)** beside the application → **Revoke Authorization** → confirm **Revoke**
Filter by Application State	Use the **State** dropdown to filter by Approved, Pending, or Revoked
Open App Details	Click the application name directly

Editing Application Authorization

To modify the scopes assigned to an application:

1. Locate the application in the list
2. In the **Actions** column, click **More (⋮)**

3. Select **Edit Authorization** (or click the app name directly)
4. Select or deselect scopes as required
5. Click **Save**

> ❑❑ Only modify scopes to what the application actually needs. If unsure whether a scope is required, check with the application developer before approving.

Revoking Application Authorization

Revoke authorization if a security issue is discovered, or if an app should no longer operate in your org.

1. Locate the application in the list
2. In the **Actions** column, click **More (⋮)**
3. Select **Revoke Authorization**
4. Confirm by clicking **Revoke**

> ⚠ Revocation is **immediate and irreversible**. The app loses the ability to obtain access tokens instantly. To restore access, the application must be fully reauthorized.

Authorization Workflow

```
External Application
        ↓
OAuth Client Authentication (Client ID + Secret)
        ↓
Application Requests Authorization
        ↓
Admin Reviews & Approves in Authorized Applications
        ↓
Scopes Assigned
        ↓
```

Access Token Issued

↓

Application Accesses Genesys Cloud APIs

Dependencies

Component	Purpose
OAuth Clients	Authorized applications rely on OAuth client credentials for authentication
Scopes	Define granular API permissions — limit app access beyond just role-based permissions
Roles & Permissions	Determine what actions an application can perform inside Genesys Cloud
Genesys Cloud Platform API	The API endpoints that authorized applications access via OAuth tokens
Data Actions	Architect flows may call data actions that rely on authorized OAuth apps
Platform Usage (API Usage)	API activity from authorized apps appears in the API Usage report and view

Usage Scenarios

Scenario	Description
CRM Integration	Authorize a CRM system to sync customer data with Genesys Cloud
Analytics Platforms	Grant read access to retrieve interaction and performance data
Automation Systems	Authorize tools that execute automated workflows via the Platform API
Custom Applications	Internal or partner-built apps requiring scoped API access
AppFoundry Apps	Marketplace applications authorized through this view

Best Practices

Practice	Reason
Regularly review authorized apps	Ensure only trusted, active applications have access
Apply least-privilege scopes	Limit application permissions to only what is required
Revoke unused or retired applications	Reduce attack surface and security risk
Monitor API activity	Detect unusual usage from authorized apps via the API Usage report
Confirm scopes with app developers	Avoid granting unnecessary permissions during authorization
Document all authorized integrations	Maintain governance and auditability over external access

Security Considerations

Security Control	Description
Scope Control	Applications can only access permitted API scopes — not the full platform
Role Assignment	Assign minimal required roles to limit application reach
Revocation Capability	Ability to revoke application access instantly if a threat is detected
API Monitoring	Monitor API calls from authorized apps via Platform Usage
Credential Protection	OAuth Client ID and Secret must be protected by the application owner

Limitations & Constraints

Constraint	Description
OAuth Dependency	Applications must use OAuth to appear in Authorized Applications
Revocation is irreversible	Once revoked, the app cannot get a token — must be reauthorized from scratch
Scope-only editing	Edit Authorization modifies scopes only, not other application settings

Constraint	Description
Role count, not names	The Role column shows the number of roles, not which roles are assigned

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Troubleshooting

Issue	Cause	Resolution
Application cannot access API	Missing or incorrect scope	Edit Authorization and add the required scope
Authorization fails at login	OAuth client misconfigured	Verify Client ID and Secret in `Admin → Integrations → OAuth`
Access denied on API call	Role permissions insufficient	Review and assign appropriate roles to the OAuth client
App shows as Revoked unexpectedly	Access was revoked by an admin	Reauthorize the application from scratch
Integration failure after change	Authorization revoked or scope removed	Reauthorize or restore the required scope via Edit Authorization

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Exam Cheat Sheet

Question	Answer
What are Authorized Applications?	Applications granted OAuth permission to access Genesys Cloud APIs
What permission is required to manage them?	`OAuth > Client > Authorize`
Where are they managed?	`Admin → Integrations → Authorized Applications`
What are the three application states?	Approved, Pending, Revoked
What does Edit Authorization change?	Only the OAuth scopes assigned to the application
What does the Role column show?	The *number* of roles available — not the role names
What happens when you revoke an app?	It immediately loses the ability to get access tokens — cannot be undone
How do you restore a revoked app?	Fully reauthorize it from scratch
How is this different from Authorized Organizations?	Authorized Organizations grants user access across orgs; Authorized Applications grants application-level API access via scopes

Question	Answer
What do scopes control?	The specific API permissions an app has — an additional layer beyond role-based permissions

See Also

- **OAuth Clients** (`Admin → Integrations → OAuth`) — where OAuth client credentials are created and managed
- **Authorize an OAuth Client** — process for approving a new application
- **About OAuth Scopes for Applications** — full scope reference on the Genesys Developer Center
- **Authorized Organizations** — separate feature for granting user (not application) access across orgs
- **Platform Usage → API Usage** — monitor API activity from authorized applications

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