OAuth Clients

Topic	Detail
Navigation	`Admin → Integrations → OAuth`
Purpose	Register applications that need secure API access to Genesys Cloud without exposing user credentials
Standard	OAuth 2.0 authorization framework
Token Lifetime	300 seconds (5 min) to 172,800 seconds (48 hrs) — SCIM integration up to 450 days

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

Overview

An OAuth Client is an application registered in Genesys Cloud that can request access tokens to call Platform APIs. OAuth allows organizations to share information with applications without sharing user credentials, using scopes and roles to restrict access to specific resources.

OAuth is required for: Integrations, Data Actions, AppFoundry apps, custom external applications, and automation scripts.

Grant Types

The grant type defines **how** an application obtains an access token. This is the most important decision when creating an OAuth client.

Grant Type	Authentication Steps	Best For	Status
Client Credentials	Single-step — no user interaction	Server-to-server integrations, Data Actions, scheduled jobs, Windows Services	Current — most common for admin integrations

Grant Type	Authentication Steps	Best For	Status
Authorization Code / PKCE	Two-step — user authenticates, then code exchanged for token	Server-side web apps, thin desktop clients, maximum security	Current — recommended for user-facing apps
SAML2 Bearer	Uses SAML assertion from Identity Provider	SSO-integrated environments	Current
Token Implicit Grant (Browser)	Single-step browser-based	Legacy JavaScript/desktop apps	⚠ **DEPRECATED — see below**

⚠ Implicit Grant Deprecation

Date	Action
May 2026	Token Implicit Grant option removed from new OAuth client creation
May 2027	Existing OAuth clients using Implicit Grant stop working — must migrate
Action Required	Migrate all Implicit Grant clients to **Authorization Code with PKCE** before May 2027

PKCE (Proof Key for Code Exchange) is already supported in Genesys Cloud and is the recommended replacement — it provides stronger security by preventing authorization code interception.

Configuration Fields

Field	Description	Notes
App Name	Display name shown during authorization	e.g., `CRM_Integration_Client`
Description	Brief purpose of this client	Optional but recommended for governance
Token Duration	Lifetime of access tokens in seconds	300–172,800s; Genesys recommends **64,800s (18 hours)** for agent workday alignment; HIPAA orgs enforce 15-min idle timeout
Grant Type	How the token is obtained	See Grant Types table above
Roles	Permissions assigned to this client	**Only available for Client Credentials grant** — Roles tab appears after selecting Client Credentials

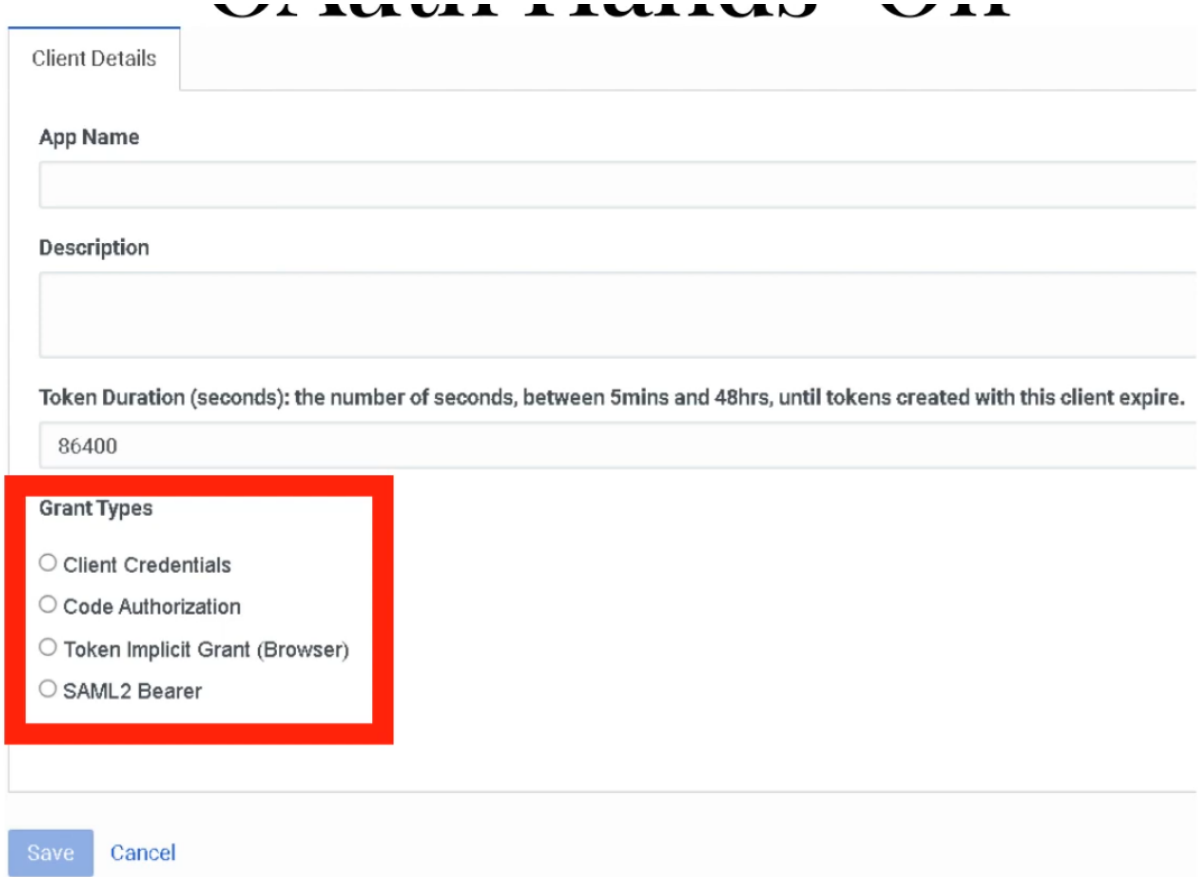
Field	Description	Notes
Divisions	Scope of resource access per role	Assign alongside each role
Authorized Redirect URIs	Where auth codes are posted after login	Required for non-Client Credentials grants; max **125 URIs**
OAuth Scopes	Fine-grained permission scopes	Required for non-Client Credentials grants
Client ID	Auto-generated unique identifier	Copy and store — used in integration configuration
Client Secret	Auto-generated password for token requests	⚠ **One-time viewable** — only shown at creation or when regenerated; store securely immediately

⚠ Client Secret — Critical Security Note (November 2025)

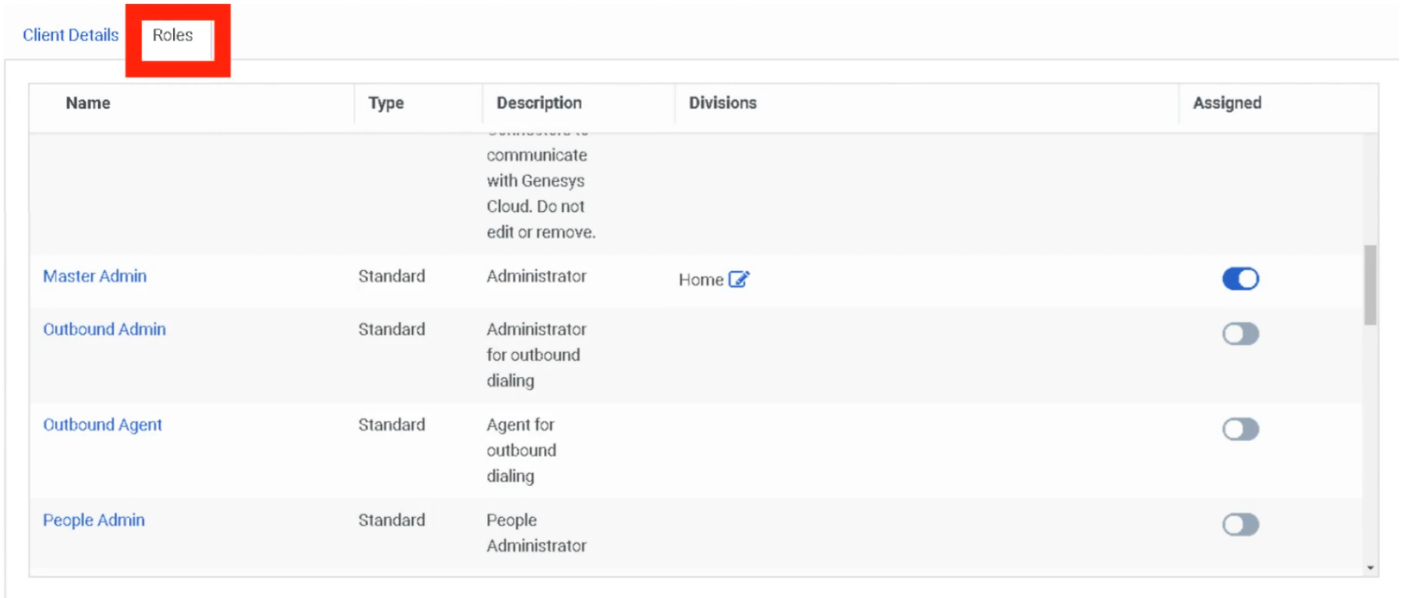
The Client Secret is **only visible once** — at the moment of creation or when you explicitly regenerate it. It no longer appears in API responses after that point. If you lose it, you must regenerate a new one (which invalidates the old one).

Creating an OAuth Client

1. Navigate to `Admin → Integrations → OAuth`
2. Click **Add Client**
3. Enter **App Name** and optional Description
4. Set **Token Duration** (recommend 64,800 seconds / 18 hours)
5. Select **Grant Type**
6. For **Client Credentials** — the **Roles tab** appears after grant type selection; assign roles and divisions
7. For other grant types — add **Authorized Redirect URIs** and select **OAuth Scopes**
8. Click **Save**
9. **Immediately copy** the generated **Client ID** and **Client Secret** — the secret cannot be retrieved again



After selecting Client Credentials, the Roles tab appears — assign Master Admin or least-privilege role:

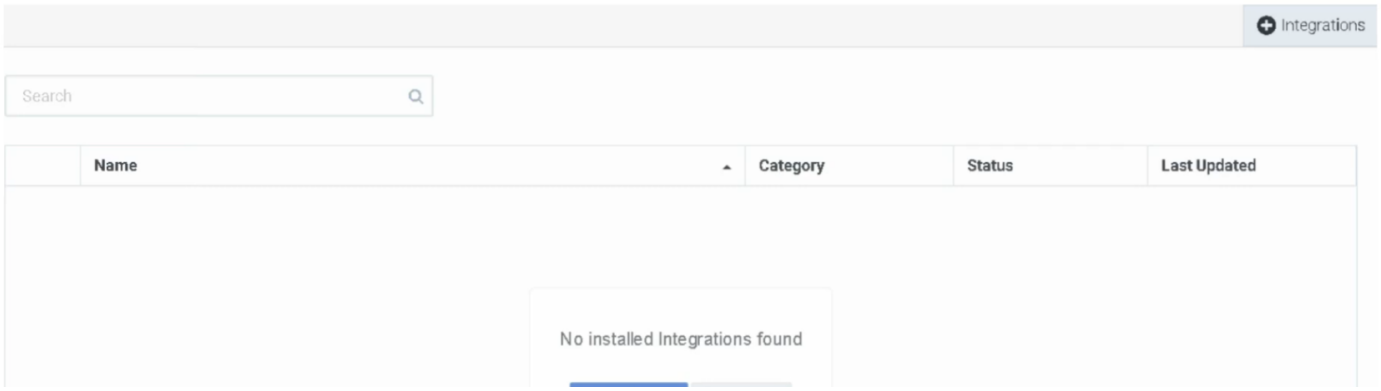


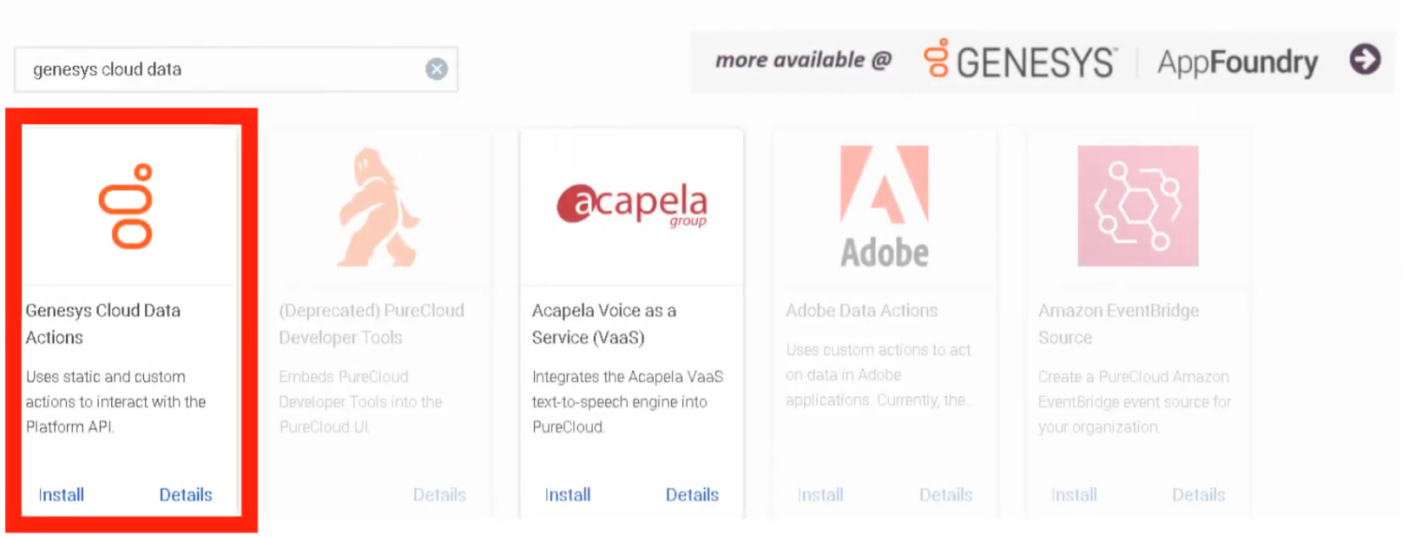
OAuth → Integration → Data Action → Architect Flow

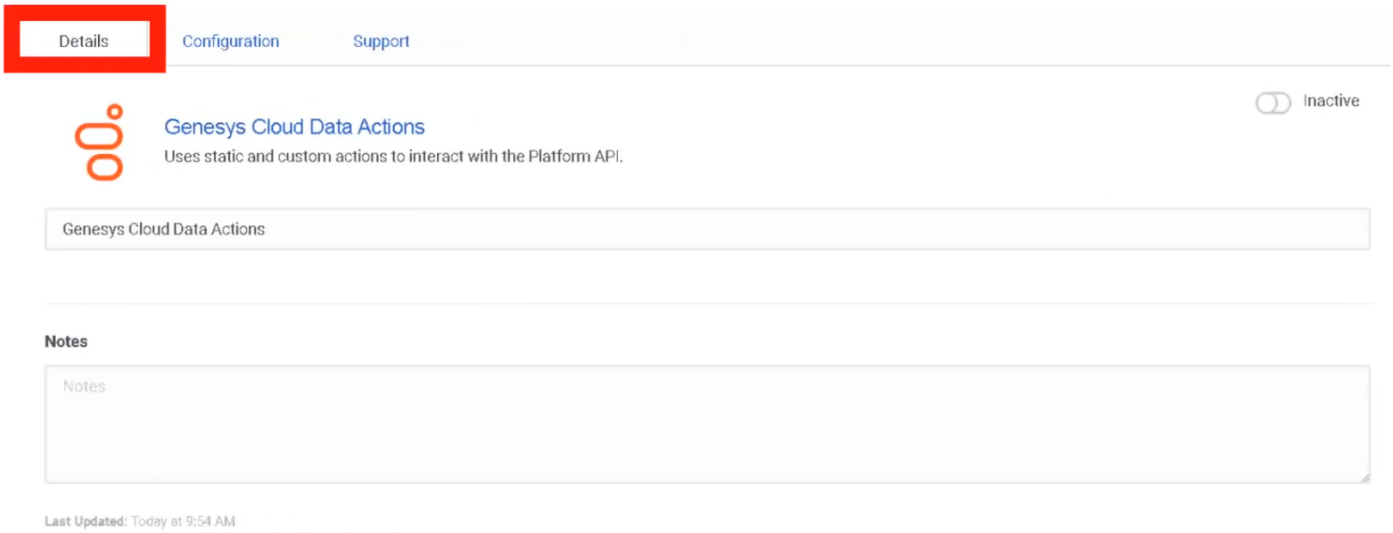
The full integration chain shows how OAuth credentials power everything downstream:

```
OAuth Client Created (Client ID + Secret)
        ↓
Integration Configured (credentials entered here)
        ↓
Data Action Created (uses the integration)
        ↓
Architect Flow (calls the Data Action)
        ↓
Customer Interaction (result returned to flow)
```

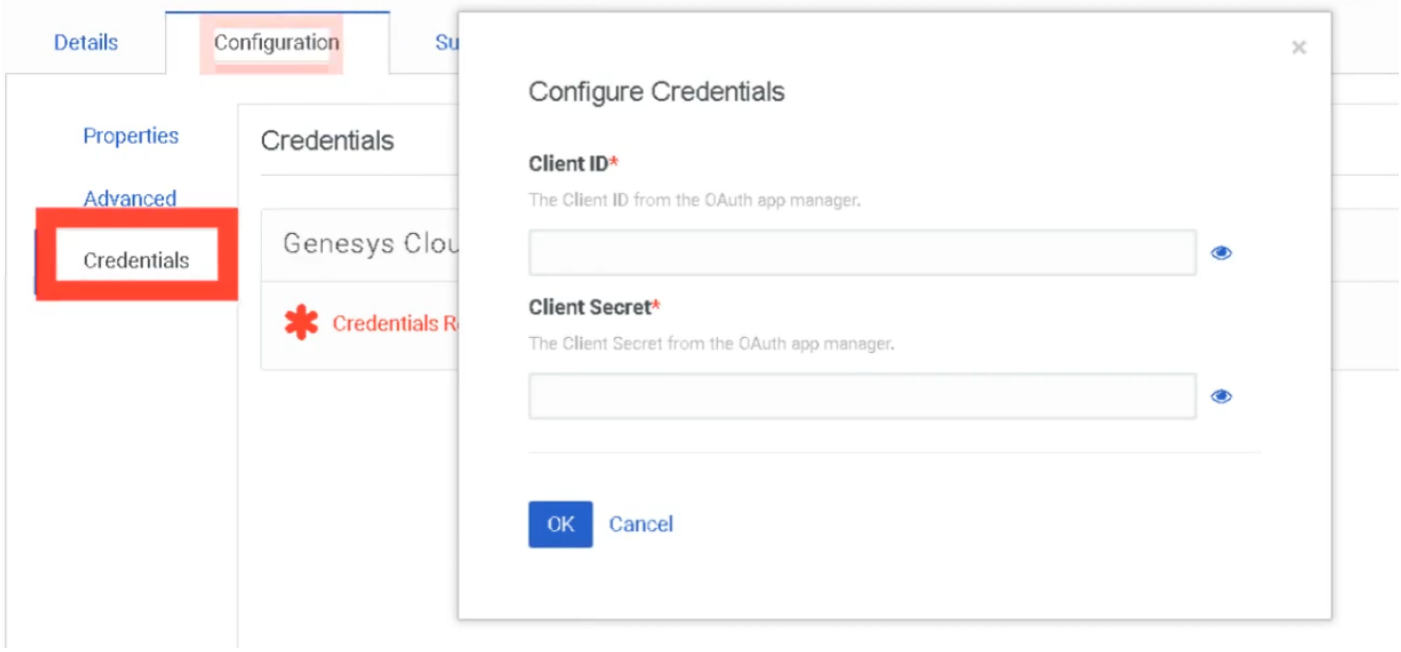
Step 1 — Create the Integration

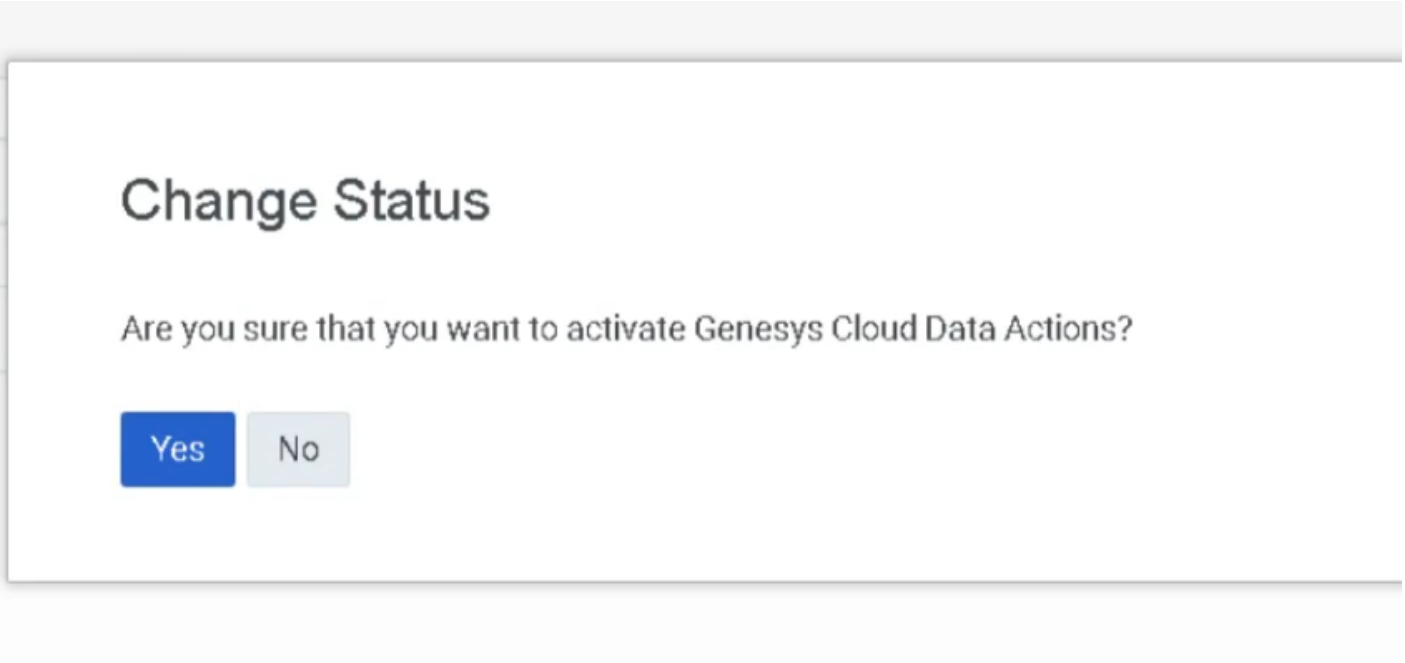




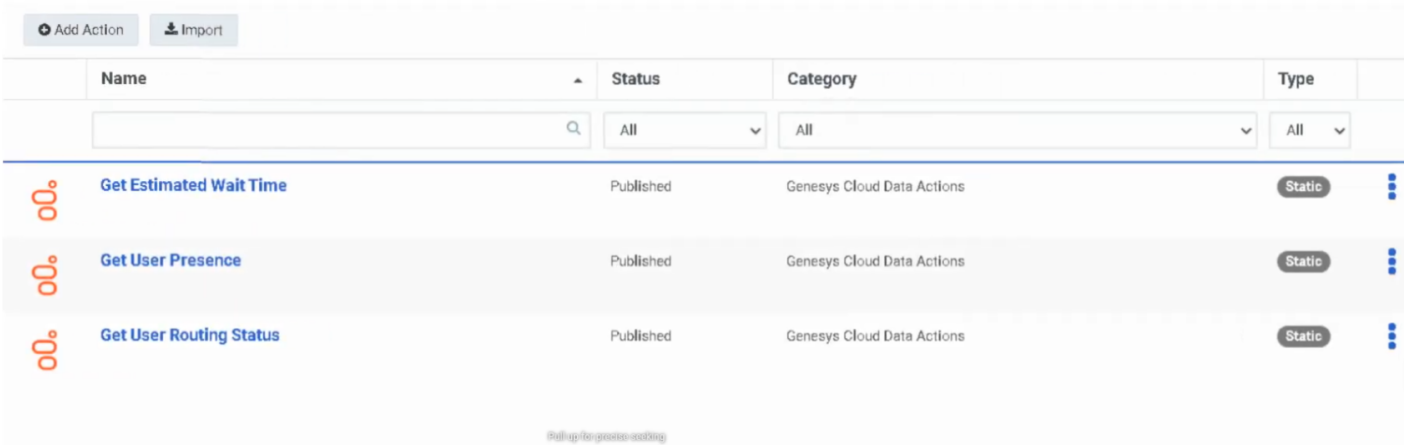


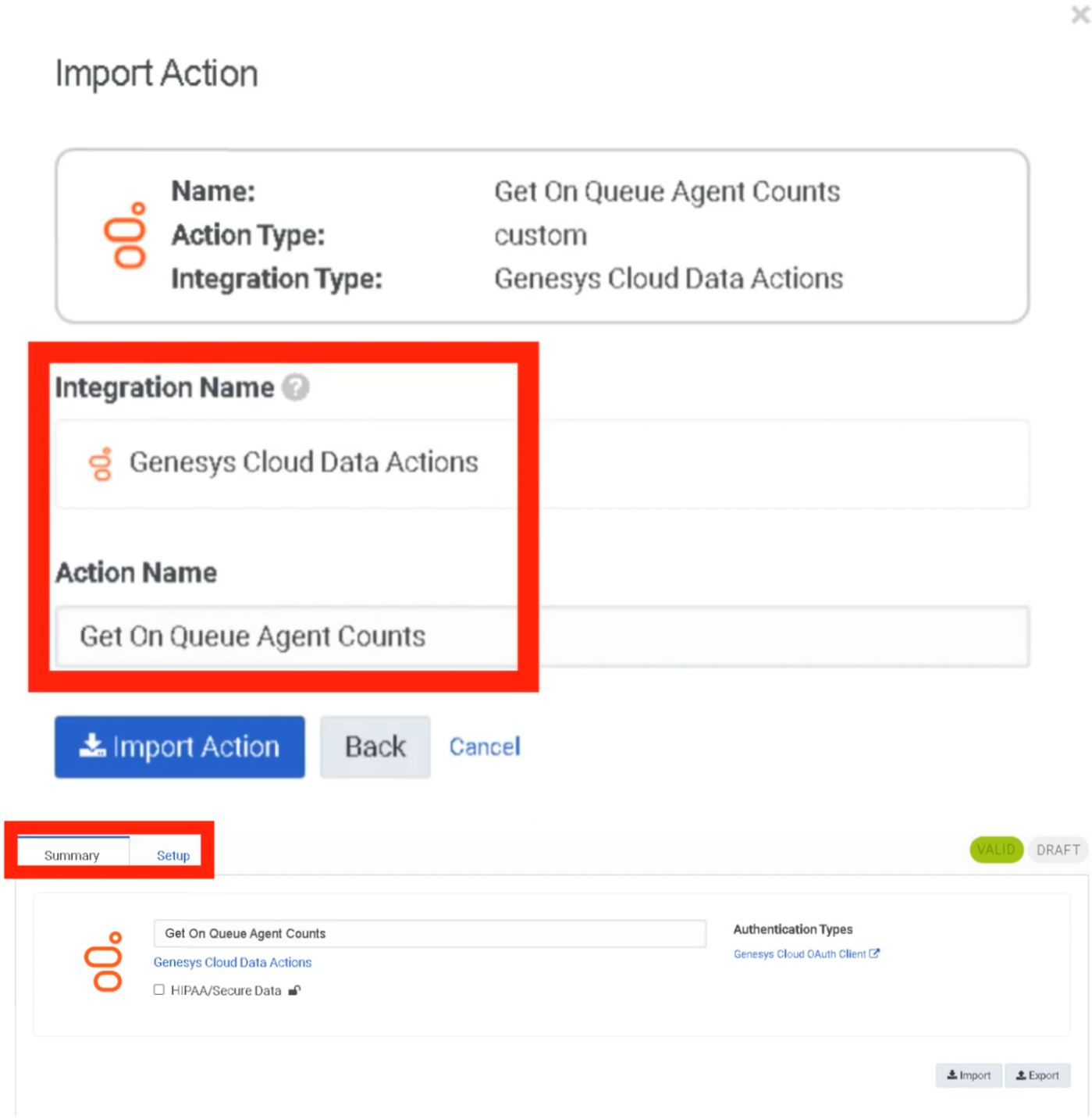
Enter the OAuth credentials into the Integration configuration:



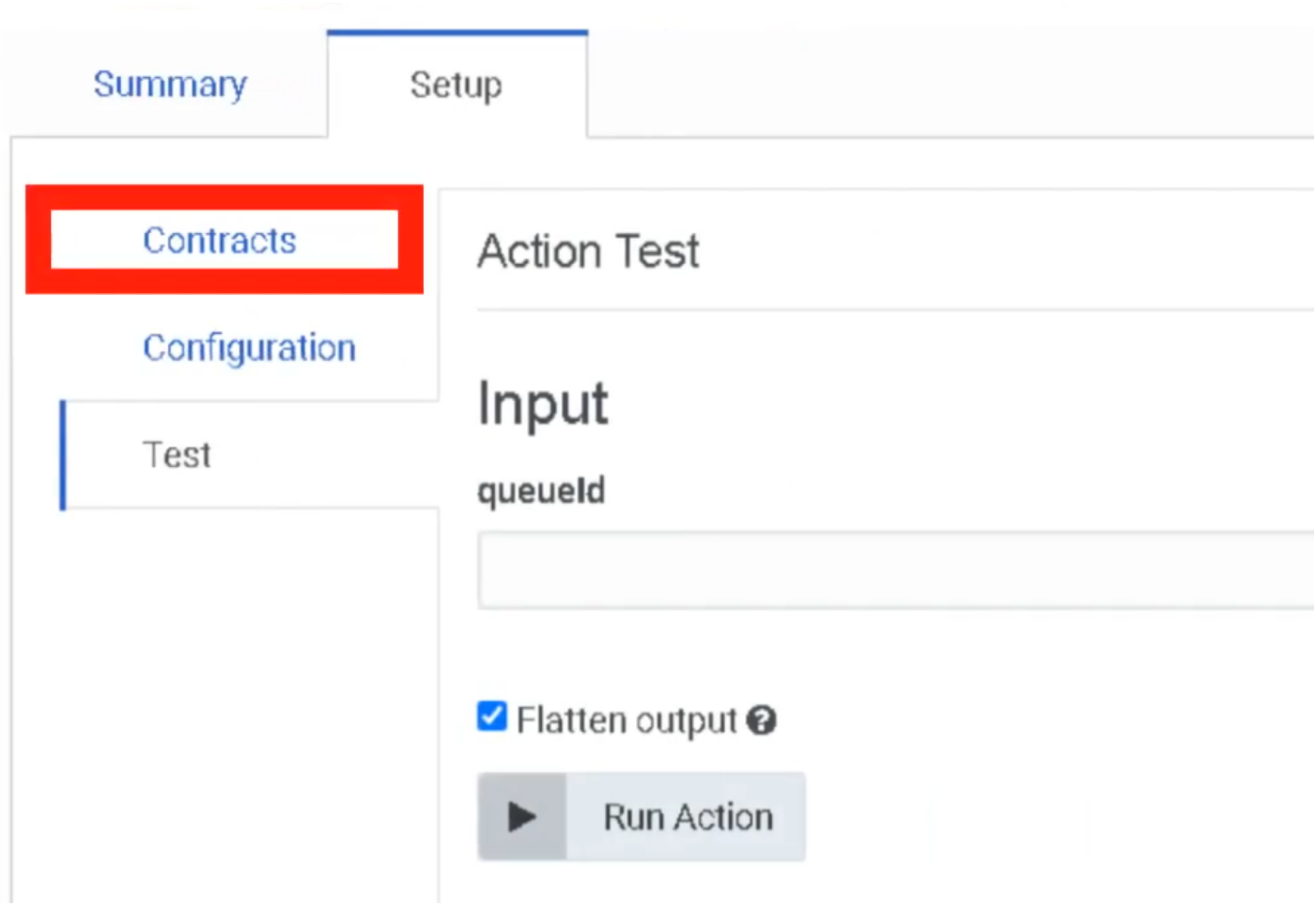


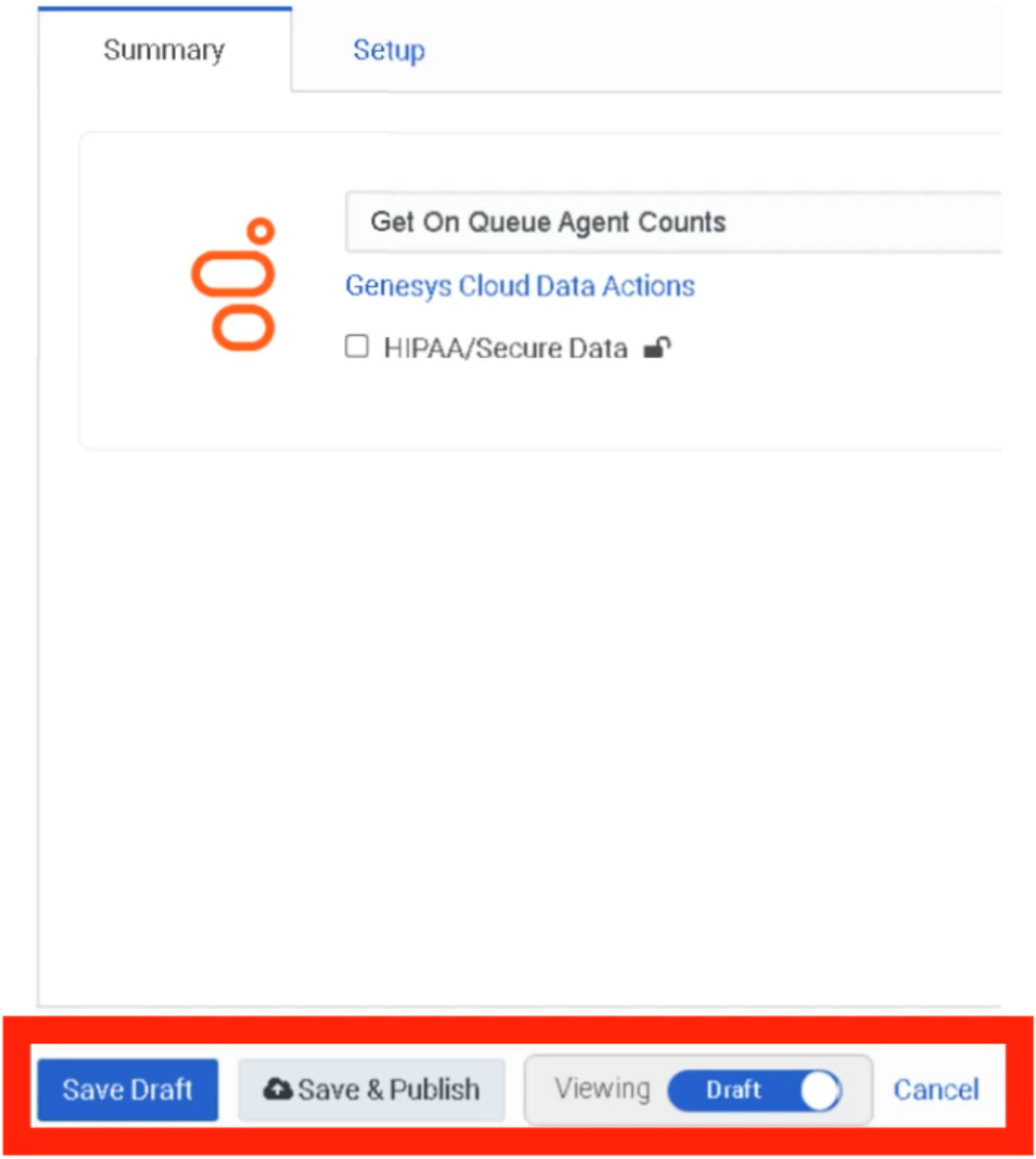
Step 2 — Create a Data Action




Import Action
Name:
Get On Queue Agent Counts
Action Type:
custom
Integration Type:
Genesys Cloud Data Actions
Integration Name
Genesys Cloud Data Actions
Action Name
Get On Queue Agent Counts
Import Action
Back
Cancel

Summary
Setup
VALID
DRAFT
Get On Queue Agent Counts
Genesys Cloud Data Actions
HIPAA/Secure Data
Authentication Types
Genesys Cloud OAuth Client
Import
Export


Summary
Setup
Contracts
Configuration
Test
Action Test
Input
queueId
Flatten output
Run Action



Token Request Example (Client Credentials)

```
POST /oauth/token
Host: login.mypurecloud.com
Authorization: Basic BASE64(client_id:client_secret)
Content-Type: application/x-www-form-urlencoded

grant_type=client_credentials
```

Security Best Practices

Practice	Reason
Use least-privilege roles	Minimize blast radius if credentials are compromised
Store Client Secret in a secure vault immediately	It cannot be retrieved after creation — only regenerated
Set shortest acceptable token lifetime	Reduces window of exposure for a leaked token
Use PKCE instead of Implicit Grant	More secure — prevents authorization code interception
Rotate secrets periodically	Reduces risk from long-term credential exposure
Monitor via Platform Usage dashboard	Detect abnormal API call patterns
Document all OAuth clients	Maintain governance — know what every client is used for

Troubleshooting

Issue	Likely Cause	Resolution
Token request fails	Wrong Client ID or Secret	Verify credentials — regenerate secret if lost
API access denied	Role missing required permission	Assign correct role to OAuth client
Token expired	Lifetime exceeded	Reduce token duration or implement token refresh logic
Roles tab not visible	Grant type is not Client Credentials	Switch grant type — Roles only appear for Client Credentials
Secret not visible after creation	Expected — security change Nov 2025	Copy at creation time; regenerate if lost
Integration fails after secret rotation	Old secret cached	Update integration configuration with new secret

Interview Cheat Sheet

Question	Answer
What is OAuth used for in Genesys Cloud?	Authenticate applications and authorize API access without exposing user credentials
What are the current supported grant types?	Client Credentials, Authorization Code / PKCE, SAML2 Bearer (Implicit Grant deprecated May 2026)
Which grant type is most common for admin integrations?	Client Credentials
When does the Roles tab appear?	Only after selecting Client Credentials as the grant type
What is the token lifetime range?	300 seconds (5 min) to 172,800 seconds (48 hrs); SCIM up to 450 days
What is Genesys' recommended token duration?	64,800 seconds (18 hours) — aligns with a typical agent workday
What happens to the Client Secret after creation?	It is only viewable once — copy it immediately; regenerate if lost
What is PKCE?	Proof Key for Code Exchange — replacement for Implicit Grant; prevents auth code interception
What is the max number of redirect URIs?	125
When must Implicit Grant clients migrate to PKCE?	By May 2027

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