Genesys Cloud for PureConnect
Administrator's Guide

Abstract

The PureCloud for CIC Integration enriches the CIC user experience by leveraging the power and data of CIC and the collaborative features of PureCloud. PureCloud for CIC brings users together into a paired PureCloud environment that allows for seamless communication between CIC and PureCloud only users. CIC user information and statuses are automatically and continuously synced into a paired PureCloud organization. Advanced PureCloud for CIC features include CIC Co-browse and CIC web-based phones. The PureCloud for CIC configuration is accomplished in a few simple steps in Interaction Administrator, creating a new PureCloud organization if one does not already exist or using an existing PureCloud organization.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.
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About Genesys Cloud for PureConnect

PureCloud is a cloud collaboration, communications, and customer engagement platform that takes full advantage of the distributed nature of the cloud. Configure Genesys Cloud for PureConnect in a few simple steps in Interaction Administrator.

Bridge Server Replacement

Beginning with CIC 2019 R4, Genesys Cloud Bridge replaces the previous bridge server. The integration name is now Genesys Cloud for PureConnect to reflect this change in architecture. Some important things to note:

- Upgrading to CI C2019 R4 from previous versions installs Genesys Cloud Bridge.
- Installing Genesys Cloud Bridge removes Pure Bridge from the CIC server.
- Genesys Cloud Bridge is installed on the CIC server only. Off-server bridge installation is no longer supported.

**Note**: After upgrading to CIC 2019 R4 and deciding not to roll back to CIC 2019 R3, manually uninstall Pure Bridge from any off-server locations. Go to Windows Control Panel > Add Remove Programs > Uninstall Pure Bridge server.

- You still configure the integration in Interaction Administrator under System Configuration. However the container and associated dialog boxes are now labeled Genesys Cloud instead of PureCloud.
- After upgrading to CIC 2019 R4, it is possible to roll back to CIC 2019 R3 and use Pure Bridge. See How do I roll back to CIC 2019 R3 Bridge Server?

About the documentation

The Genesys Cloud for PureConnect Administrator’s Guide explains to CIC administrators how to configure the Genesys Cloud for PureConnect Integration. Prior knowledge or experience with PureCloud is not necessary.
Genesys Cloud for PureConnect features

Several Genesys Cloud for PureConnect features are available in Interaction Connect and Interaction Desktop.

**PureCloud**

Interaction Connect and Interaction Desktop users can access the full-featured PureCloud in a browser tab and chat with PureCloud users or share files. CIC agents can also complete their PureCloud profiles. These agents start PureCloud by clicking a Collaborate button in the CIC client.

**Co-browse**

The Co-browse feature is available only in Interaction Connect. This feature enables two or more people to view and interact with the same webpage simultaneously. An Interaction Connect user can use the Co-browse feature to give direct assistance to a visitor to your company’s website. With the website visitor's consent, the agent takes full or limited control of the visitor's view of the webpage. The agent can interact directly with the webpage while talking to or chatting with the visitor.

**CIC Web-based phone**

The CIC web-based phone enables Interaction Connect users to use a web browser on a computer as a SIP telephone. The CIC web-based phone uses WebRTC as the communication protocol. This feature eliminates the need to distribute, install, and configure a physical IP telephone for each agent or user, or to install a SIP Soft Phone application on PCs.
Genesys Cloud for PureConnect requirements

The Genesys Cloud for PureConnect integration is a requirement for all Genesys Cloud for PureConnect features. The Genesys Cloud for PureConnect integration is free to PureConnect customers and includes PureCloud features. Extra requirements, licensing, and fees apply to the Co-browse and CIC web-based phone features. For more information, see Advanced feature requirements, configuration, and setup.

CIC requirements

The Genesys Cloud for PureConnect integration requires CIC 2016 R3 or later. Advanced features like Co-browse and the web-based phone require later versions of CIC.

Note: The currently available Genesys Cloud for PureConnect features are supported both for on-premises and PureConnect Cloud. The web-based phone feature requires a PureCloud Edge server on the customer’s premises.

PureCloud organization

Your CIC server can integrate with only one PureCloud organization. Your PureCloud organization is created for you. You receive a welcome email to activate your admin account in PureCloud. The PureCloud organization is provisioned with the following:

- The base functionality required for your Genesys Cloud integration.
- An admin console you can use to configure your Genesys Cloud integration.
- A user with the PureCloud Admin role, which includes default admin permissions, single sign-on, and any integration-specific permissions.

Make a note of these items in your PureCloud organization:

- Administrator email address
- Administrator password
- Organization short name — generated from the organization long name, in compliance with DNS restrictions (a-z, 0-9, A-Z)
- Region

Note: If you are unsure of the organization short name, log in to PureCloud and navigate to Admin>Account Settings>Organization Settings. Both the organization long name and short name appear here.

PureCloudAdmin user

Before you configure Genesys Cloud for PureConnect, create the PureCloudAdmin user in Interaction Administrator. The name of the administrator for the PureCloud organization used in this integration can be the same or different.

Note: Previous versions of this integration created this user automatically. If the PureCloud Admin user exists, you can continue to use it.

Important! The CIC system employs the PureCloudAdmin user for the connection to PureCloud and the associated Genesys Cloud Bridge connectors. The Genesys Cloud Bridge connectors use the PureCloudAdmin user credentials to establish the connection to the CIC server. Do not modify or delete the PureCloudAdmin user.
PureConnect Users

To sync properly, Genesys Cloud for PureConnect requires that PureConnect user accounts have the following information configured in the Users container:

- **Personal Info tab>Internet tab>Business Email**

  **Note:** If a user does not have a business email address, the integration does not sync that user to the PureCloud organization.

We recommend supply a display name.

- **Personal Info tab>General tab>Display Name**

  **Note:** If not supplied, display name defaults to the user name. If you later add a display name, the integration updates the PureCloud information.

After you configure the integration, you can change the values of these attributes in the PureCloud Admin web interface.

**Notes:** Ideally you configure all of your users in Interaction Administrator before you configure the integration. However, if you configure more users after you configure the integration, Genesys Cloud for PureConnect automatically syncs them for you.

Genesys Cloud for PureConnect syncs the following CIC user information in the PureCloud organization:

- Display name (Defaults to user name if not supplied)
  **User Configuration>Personal Info tab>General tab> Display Name**
- Email address (required)
  **User Configuration>Personal Info tab>Internet tab>Business Email**
- Business phone and Business 2 phone (Work Phone and Work Phone 2 in PureCloud)
- Mobile phone (Cell Phone in PureCloud)
- Home phone
- Fax number (Other Phone in PureCloud)

We recommend that you configure the required (and optional) CIC user information before you configure Genesys Cloud for PureConnect. However, if you configure more users after you configure Genesys Cloud for PureConnect, the integration automatically syncs them for you.
**User passwords and permission**

Agents do not need a PureCloud password if they use Genesys Cloud for PureConnect integration from a CIC client.

However, if the user chooses to log on manually to PureCloud without using the integration, the user must create a PureCloud password. CIC user passwords are separate from PureCloud user passwords. They may be different passwords. If a user chooses a different password in PureCloud, it does not affect their ability to log on to any CIC client.

CIC does not recognize PureCloud roles and permissions. PureCloud does not recognize CIC user security settings.

**Genesys Cloud Bridge considerations**

The Genesys Cloud for PureConnect configuration installs Genesys Cloud Bridge on the CIC server. Genesys Cloud Bridge manages the data transfer between the CIC server and PureCloud.

*Note:* As of CIC 2019 R4, the Genesys Cloud for PureConnect integration no longer supports off-server bridges.

**Switchover**

Configuring this integration on the active server in a Switchover pair automatically installs Genesys Cloud Bridge on both the active and backup servers. The bridge operates independently from the active and backup CIC servers.

If the backup server is down at the time that you configure this integration, it installs the bridge on the backup server the next time that CIC is started.

If the primary CIC server stops, but the computer itself is healthy and running, then the bridge on that computer automatically talks to the new Primary CIC server after the switchover completes.
CIC provides communication services to enable the Genesys Cloud for PureConnect integration.

- Genesys Cloud Bridge securely communicates with PureCloud. The paired PureCloud organization is trusted for Single Sign-on.
- Genesys Cloud Bridge securely communicates with the CIC client to provide a Single-Sign-on SAML assertion so that users can...
automatically log on to their PureCloud account.

- Genesys Cloud for PureConnect configuration automatically installs and configures Genesys Cloud Bridge on the CIC server.
- Genesys Cloud Bridge shares configurable user information with the PureCloud organization using a standard SCIM-based API.

Once the Genesys Cloud for PureConnect integration is complete, the Genesys Cloud Bridge on the CIC server securely synchronizes gathered information to the paired PureCloud organization.

**Single sign-on PureCloud**

After you configure Genesys Cloud for PureConnect, you can start PureCloud directly from Interaction Administrator. Users can start PureCloud directly from a CIC client.

**Note:**
Customer Interaction Center (CIC) supports several interaction management client applications. This documentation uses the term CIC client to refer to Interaction Connect and Interaction Desktop.
Genesys Cloud for PureConnect configuration in Interaction Administrator

When you configure Genesys Cloud for PureConnect, you are provisioning the CIC system to work with PureCloud. You perform this configuration in Interaction Administrator.

For more information, see the following:
- Configure Genesys Cloud for PureConnect
- Start Single sign-on PureCloud
- Configure Genesys Cloud Browser Client Applications
- Configure Genesys Cloud Dial Groups

Configure Genesys Cloud for PureConnect

When you configure Genesys Cloud for PureConnect in Interaction Administrator, you accomplish these tasks:
- Enter administrator and organization information needed for connection to an existing organization
- Install Genesys Cloud Bridge to sync user data
- Test the Genesys Cloud connection

To configure Genesys Cloud for PureConnect

1. Make sure you have reviewed Requirements, including the CIC user configuration requirements.
2. In Interaction Administrator, open System Configuration > Genesys Cloud.
3. On the right side, double-click Configuration.
4. In the Genesys Cloud Configuration tab, select the Enable Genesys Cloud Integration check box.
5. A message prompts to confirm that you understand that CIC user information will be synced to a paired PureCloud organization. Click Yes to proceed. The configuration fields in the Genesys Cloud Configuration tab are enabled.

Note:
Click No if you want to configure more CIC user information before configuring Genesys Cloud for PureConnect. Or click No if you do not want to configure Genesys Cloud for PureConnect now.
Enter the PureCloud organization administrator email address, password, and PureCloud organization short name. Select a region.

a. In the **Administrator Email** box, type the email address for the PureCloud organization administrator.

   **Tip:**
   We recommend giving the administrator an administrative or IT-related distribution email address, instead of a personal email address.

b. In the **Organization Short Name** box, type the short name for the existing PureCloud organization.

   **Note:**
   User information is synced to this organization. If you are unsure of the organization short name, log in to PureCloud and navigate to `Admin>Account Settings>Organization Settings`.

c. In the **Region** list, select the closest region to your organization’s location.

   **Note:**
   The default is **North America**. User access to PureCloud is routed to the location of the Amazon data center for this region, whether users are in the office, at home, or traveling.

7. In the Genesys Cloud Configuration tab, click **Apply**.
8. A message prompts you to confirm that you want to proceed to provision the organization. Click **Yes** to populate the PureCloud organization with your CIC users.
9. A message confirms that the Genesys Cloud integration was successfully configured. Click **OK**.

   **Result:** The **Test Genesys Cloud Connection** button is enabled.

10. Click **Test Genesys Cloud Connection** to verify that Single Sign-on works and that the internet connection to your PureCloud organization is healthy.
11. A message confirms the successful connection to PureCloud.
**Note:**

If testing the Genesys Cloud Connection fails, try to log on to your PureCloud organization manually using [https://login.mypurecloud.com](https://login.mypurecloud.com). (The address is different for regions outside North America East.) If you can log on successfully, then the root cause of the problem may lie with the CIC to PureCloud SSO trust. If that is the case, you can reprovision the integration by disabling and then re-enabling the integration. For more information, see FAQ.

Next step: Start Single sign-on PureCloud from the **PureCloud Web Page** tab.

## Start Single sign-on PureCloud

Access your PureCloud administrative interface directly from Interaction Administrator. If you configure CIC user accounts with **Business email** before you configure the integration, Genesys Cloud for PureConnect syncs CIC user account data. Those users then appear in the PureCloud directory.

To start Single sign-on PureCloud:

1. In the Genesys Cloud Configuration dialog box, select the **Genesys Cloud Web Page** tab.

2. Click **Launch Web Page**.
3. If prompted, select the browser you want to use.
4. PureCloud opens and automatically logs you in as the PureCloud Admin user.
   
   PureCloud opens to the administrative interface.
5. Select **People** from the **People & Permissions** menu.

If you configured CIC user accounts with **Business email** before you configure the integration, Genesys Cloud for PureConnect syncs CIC user account data. Those users then appear in the PureCloud directory.

6. **Note:**

If you integrate PureConnect with a PureCloud organization that already contains PureCloud users, the CIC users are added to the PureCloud Directory and co-exist with the existing PureCloud-only users.
Optionally, you may want to:

- Further configure your organization by adding to the PureCloud Admin profile, setting up groups, and more. See Admin>Overview.
- Modify organization settings in Admin>Account Settings.
- Review Genesys Cloud settings and check for updates in Admin>Integrations.

### Configure Genesys Cloud Browser Client Applications

Configure the URIs of Interaction Connect or other browser-based client applications that use PureCloud integrations. This setting enables an application to use the PureCloud API from a web browser.

**Required:**
URI configuration is required for the WebRTC and Co-browse integrations in Interaction Connect. It is not needed for PureConnect for Salesforce’s WebRTC integration since PureConnect for Salesforce itself is hosted from PureCloud origins. Those origins are automatically allowed when the organization is provisioned for you.

1. In Interaction Administrator, open System Configuration > Genesys Cloud.
2. On the right side of the view, double-click Configuration.
3. In the PureCloud Configuration dialog box, select the Genesys Cloud Browser Client Applications tab.

4. Do one of the following:
   - To add a URI, type it in the text box and click Add.
   - To remove a URI, select it in the list and click Remove.
5. Click Apply.
Configure Genesys Cloud Dial Groups

The Genesys Cloud Dial Groups tab enables you to select the dial groups for the Web-based phone integration. Connection calls are placed to the PureCloud Edges using these dial groups.

1. In Interaction Administrator, open System Configuration > Genesys Cloud.
2. On the right side of the view, double-click Configuration.
3. In the Genesys Cloud Configuration dialog box, select the Genesys Cloud Dial Groups tab.

4. To select the dial groups for connecting PureCloud, do either of the following
   - To add a dial group, select a dial group from the Available Dial Groups list and click Add.
     
     **Note:**
     This list displays the existing dial groups on this CIC server.

   - To remove a dial group, select a group from the Currently Selected Dial Groups list and click Remove.
     
     **Note:**
     CIC uses the dial groups in this list to communicate with PureCloud Edges for the Web-based phone integration.

5. Click Apply.
Genesys Cloud for PureConnect configuration in PureCloud

Configure your organization

With your PureCloud organization successfully provisioned and CIC user information synced within the organization, familiarize yourself with PureCloud Admin features and configure your organization.

In the Admin menu:
- **Overview** – Proceed through administration setup tasks step by step.
- **Account Settings** – Configure organization-wide account settings.
- **People and Permissions** – Manage people in your organization and their permissions for various PureCloud functions.
- **Directory** – Set up groups, locations, skills, and profile layouts and labels.
- **Documents** – Administer storing, organizing, and sharing of all types of files securely with PureCloud's enterprise-level content repository.

For more information
Access the PureCloud Resource Center at [http://help.mypurecloud.com/](http://help.mypurecloud.com/) or click the question mark in the lower left corner. The Resource Center contains context-sensitive help and also enables you to access articles, videos, FAQ's, PureConnect Release Notes, and more.
PureCloud for client users

After you complete Genesys Cloud for PureConnect configuration, PureConnect users can use the Collaborate button for single sign-on to PureCloud.

Start PureCloud

1. Click the Collaborate button.

![Interaction Desktop - Operator Console](image)

2. The user automatically logs on to PureCloud.
3. PureCloud appears in a new browser tab.

![PureCloudAdmin1](image)

Explore PureCloud

Encourage users to explore PureCloud. Here are a few things users can do:

- **Profiles** – Complete user profile – add contact information, photo, and more. Set user status.
- **Search** – Search across the directory for individuals and groups in the organization
- **Hierarchy views** – Browse the structure of the organization
- **Documents** – Store, organize, and share files with other users

Future releases will contain more features.
Advanced feature requirements, configuration, and setup

Information for advanced features is available in the Interaction Connect help in the PureConnect Documentation Library (version 2017 R2 or later).

For more information, see the following:

**CIC web-based phone**
- CIC web-based phone requirements
- CIC web-based phone processing
- CIC web-based phone limitations
- Configure CIC web-based phone feature

**Co-browse**
- Co-browse requirements
- Co-browse Configuration and Setup Overview
FAQ

How do I check Genesys Cloud Bridge status and activity?

Note: Genesys Cloud Bridge replaces PureCloud bridge. Bridge status available previously in PureCloud Admin > Integrations > Bridge no longer applies.

There are two ways to monitor bridge status and activity.

**Interaction Administrator**

1. In the Interaction Administrator Genesys Cloud Configuration dialog box, select the Genesys Cloud Integration Health tab.

   ![Genesys Cloud Configuration Dialog Box](image)

2. Select a Health Item and click Details.
3. In the Details view, select an item and view additional information.
4. Optionally, click **Copy** to place the information on the Clipboard for forwarding to your Customer Care representative.

**Windows Event IDs**

Check for these event IDs in the Windows Log Viewer or an SNMP trap on the CIC Server. These two event IDs apply to Genesys Cloud Bridge status.

**MessageId=47000**

SymbolicName=MSG_PURECLOUD_CONNECTION_LOST
Language=English
Genesys Cloud connection lost.

**MessageId=47001**

SymbolicName=MSG_PURECLOUD_CONNECTION_RESTORED
Language=English
Genesys Cloud connection restored.
How do I reprovision the Genesys Cloud for PureConnect Integration?

If you want to reprovision the organization, PureConnect preserves your configuration information in case you want to re-enable the integration later.

1. In the Interaction Administrator Genesys Cloud Configuration dialog box, select the Genesys Cloud Configuration tab.
2. To disable the integration, clear the Enable Genesys Cloud Integration check box.

   Warning!
   When you disable the integration, the synchronization process between CIC and PureCloud stops immediately.

3. At the warning, "Do you want to continue and disable the integration," click Yes.

   Note: The integration is essentially in a dormant state.

4. To reprovision your integration, select the Enable Genesys Cloud Integration check box and then click OK.

How do I change PureCloud Admin credentials?

You can change the PureCloud Admin credentials used in the Interaction Administrator Genesys Cloud Configuration tab, for example, when re-provisioning:

1. Ensure the matching PureCloud account (CIC Integration Admin or whatever name you used):
   a. Exists
   b. Has the same credentials
   c. Has Admin role
2. In the Interaction Administrator Genesys Cloud Configuration tab, enter the required account credentials.
3. Click OK.
How do I roll back to CIC 2019 R3 Bridge Server?

This procedure enables you to downgrade from Cloud Bridge to Bridge Server.

Note: The downgrade may result in Bridge Server status being offline or not found. If so, disable and re-enable the integration in the Interaction Administrator PureCloud configuration dialog box. Also, be aware it may take up to two hours to sync new users by means of the PureCloud Bridge.

1. In Interaction Administrator, go to Genesys Cloud > Configuration > Genesys Cloud Web Page. Click Launch Web Page.
2. In PureCloud, select Admin in the toolbar > Bridge > Connectors tab. Select and delete both offline connectors.
3. Close Interaction Administrators and any open Genesys applications.
4. Downgrade the IC Server to the previous release that supported the PureCloud Bridge.
5. Start Interaction Administrator. Go to PureCloud > Configuration > PureCloud Configuration. Verify that the configuration data persisted.
6. Select the Bridge Status tab.

Note: The On-host Bridge and connector Status may be "offline" or "Not found in PureCloud."

7. In the PureCloud Configuration container, select the PureCloud Configuration tab.
   a. Check the Enable PureCloud Integration check box, and confirm.
   b. Enter the Administrator Email, Password, and Organization Name. Click OK.
8. Open Windows Control Panel > Add or Remove Programs. Verify that the Interactive Intelligence PureCloud Bridge Server application is re-installed.
9. Pause for a couple of minutes, open Services and look for the Genesys Bridge Server service. Verify that the Genesys Bridge Server is running.
10. In Interaction Administrator, open the PureCloud container > Configuration > Bridge Status tab. Verify that On-host Bridge is "Status: online", and both connectors have "Online Status: online."
11. To test the rollback:
    a. In Interaction Administrator, create a new user and add a business email and display name. Click OK.
    b. In Interaction Administrator, select PureCloud > Configuration > PureCloud Web Page. Click the Launch Web Page button.
    c. In PureCloud, verify that the People page opens in a browser and displays the new synced user and any previously synced users.
    d. In PureCloud, click Admin in the toolbar > Bridge > Connectors tab.
    e. Verify that the status of both connectors is "1 instance" and "1 online."
# Change Log

The following table lists the changes to the *Genesys Cloud for PureConnect Administrator’s Guide* since its initial release.

> **Note:** In the CIC 2019 R4 release, this document’s title changed from *PureCloud for CIC Administrator’s Guide* to *Genesys Cloud for PureConnect Administrator’s Guide*.

<table>
<thead>
<tr>
<th>Date</th>
<th>Changes</th>
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<tbody>
<tr>
<td>03-March-2016</td>
<td>Initial Release</td>
</tr>
</tbody>
</table>
| 27-May-2016       | - Updated "Communication and dataflow diagram" description for clarity.  
                   - Updated "User information" to note that CIC 2016 R4 and later support status syncing.                                                                                                                                                                                                     |
| 07-July-2016      | - The PureCloud Directory view is now available in Interaction Desktop and Interaction Connect. Both CIC clients have a **Collaborate** button that opens PureCloud Collaborate in a separate tab or browser and logs the user on to PureCloud automatically.  
                   - Starting with CIC 2016 R4, CIC client users can choose whether they want PureCloud or CIC to be the primary source for their status and presence.  
                   - A stricter password policy applies to the PureCloud for CIC administrator password. It now requires a minimum length of 8 characters with a default minimum of one number, one special character, one uppercase letter, and one lowercase letter.  
                   - The ICBridgeSetup Utility now enables you to uninstall an off-server bridge and remove it from the integration.  
                   - The CIC administrator can check on the health of the Integration at the new **PureCloud Configuration Bridge Status** tab in Interaction Administrator.                                                                                                    |
| 28-November-2016  | Added information for the new CIC web-based phone and CIC Co-browse features.                                                                                                                                                                                                                     |
| 16-February-2017  | Fixed broken hyperlink to "Co-browse Configuration and Setup Overview" help topic.                                                                                                                                                                                                                 |
| 27-March-2017     | Fixed broken hyperlink to CIC web-based phone requirements topic.                                                                                                                                                                                                                               |
| 08-June-2017      | Added note that you can run only one instance of the Bridge Setup Utility at a time to the Install an off-server bridge and Uninstall a remote bridge and remove from integration sections.                                                                                                               |
| 04-August-2017    | Added sections for new configuration tabs: "Configure PureCloud Browser Client Applications" and "Configure PureCloud Dial Groups".                                                                                                                                                              |
| 07-September-2017 | - Applied Genesys terminology, look, and feel.  
                   - Updated the cover page, copyright, and trademarks.                                                                                                                                                                                                                                       |
| 17-November-2017  | In CIC requirements section, added:  
                   > **Note:**  
                   The currently available PureCloud for CIC features are supported for both on-premises and PureConnect Cloud. The Co-browse and CIC web-based phone features require a PureCloud Edge server on the customer’s premise.                                    |
| 20-November-2017  | In "Bridge Setup Utility" section, added to Note:  
                   > **Note:**  
                   In a Switchover pair, when you move from a local bridge to a remote bridge or remove the integration, the local bridge is automatically removed.                                                                                                                                 |
| 16-March-2018     | Corrected Note in CIC requirements section.  
                   > **Note:**  
                   The currently available PureCloud for CIC features are supported for both on-premises and PureConnect Cloud. The CIC web-based phone feature requires a PureCloud Edge server on the customer’s premises. |
<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
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<tbody>
<tr>
<td>21-June-2019</td>
<td>Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, “In this section...”</td>
</tr>
<tr>
<td>23-July-2019</td>
<td>Removed references to the PureCloud Directory view in Interaction Desktop and Interaction Connect. This view is no longer supported. Also made multiple screenshot and text updates for Genesys rebranding and PureCloud administration updates. See WEB-3928 Remove PureCloud Directory View.</td>
</tr>
<tr>
<td>13-September-2019</td>
<td>Largely rewrote this Administrator’s Guide because of the switch to Cloud Bridge. This included new dialog tabs in Interaction Administrator and the renaming of the integration to Genesys Cloud for PureConnect. This document's title changed from PureCloud for CIC Administrator's Guide to Genesys Cloud for PureConnect Administrator's Guide.</td>
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<tr>
<td>01-October-2019</td>
<td>Made developer edits.</td>
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