



PureConnect®

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PureCloud for CIC

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>.

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About PureCloud for CIC

Genesys PureCloud[®] is a cloud collaboration, communications, and customer engagement platform that takes full advantage of the distributed nature of the cloud.

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 single environment that allows for seamless communication between CIC and PureCloud only users. 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.

About this document

This document explains to CIC administrators how to configure the PureCloud for CIC Integration. Prior knowledge or experience with PureCloud is not necessary.

PureCloud for CIC features

Several PureCloud for CIC features are available in Interaction Connect and Interaction Desktop.

PureCloud directory view

Interaction Connect and Interaction Desktop users can use the PureCloud directory view to search for and communicate by phone with PureCloud users. These CIC agents can use built-in CIC client features to call PureCloud users, transfer calls to them, or set up call conferences.

PureCloud Collaborate

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

CIC 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 consent of the website visitor, the agent can take full or limited control of the visitor's view of the webpage and interact directly with it. At the same time, the agent can talk to or chat 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.

PureCloud for CIC requirements

The PureCloud for CIC integration is a requirement for *all* of the PureCloud for CIC features. The PureCloud for CIC Integration is free to CIC customers and includes the PureCloud directory and PureCloud Collaborate features. Additional requirements, licensing, and fees apply to the CIC Co-browse and CIC web-based phone features. For more information, see [Advanced feature requirements, configuration and setup](#).

PureCloud for CIC integration requirements

Review the following requirements:

- [CIC requirements](#)
- [PureCloud organization](#)
- [PureCloud Admin user](#)
- [Users](#)
- [PureCloud Bridge considerations](#)

CIC requirements

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

Note:

The currently available PureCloud for CIC features are supported for both On-Premise and PureConnect Cloud. The CIC 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.

If you do not already have an existing PureCloud organization, PureCloud for CIC automatically creates one for you during the PureCloud for CIC configuration.

If you already have a PureCloud organization, make a note of these items:

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

Note:

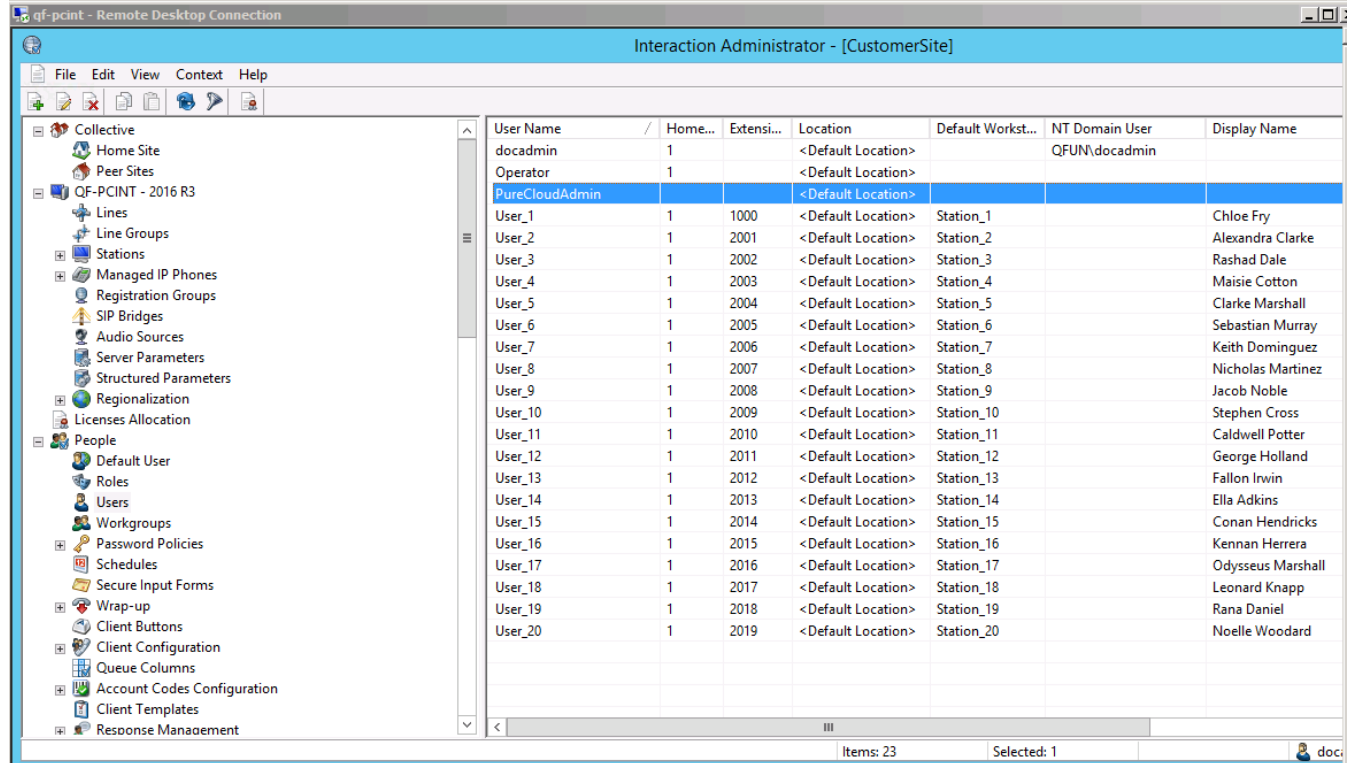
If you are unsure of the organization short name, log in to PureCloud and navigate to **Admin>Account Settings>Organization Settings**. Both the organization long name and short name are listed here.

PureCloud Admin user

When you configure PureCloud for CIC, a new PureCloud Admin user is automatically created with the email address and password you enter. The PureCloud Admin user has permissions in both CIC and PureCloud. In PureCloud, PureCloud Admin user name is `CIC Integration Admin`.

Important!

The PureCloud Admin user is managed by the CIC system for the connection to PureCloud and the associated bridge connectors. The PureCloud Admin user credentials are used by the Bridge Connectors to establish the IceLib connection to CIC. The PureCloud Admin user should not be modified or deleted. If you change the password in CIC, you must also change it in the Bridge connectors.



The screenshot shows the 'Interaction Administrator - [CustomerSite]' window. On the left is a tree view with categories like 'Collective', 'QF-PCINT - 2016 R3', 'Managed IP Phones', 'Regionalization', 'People', and 'Response Management'. The 'People' category is expanded, showing 'Default User', 'Roles', 'Users', 'Workgroups', 'Password Policies', 'Schedules', 'Secure Input Forms', 'Wrap-up', 'Client Buttons', 'Client Configuration', 'Queue Columns', 'Account Codes Configuration', and 'Client Templates'. The main pane displays a table of users.

| User Name | Home... | Extensi... | Location | Default Workst... | NT Domain User | Display Name |
|----------------|---------|------------|--------------------|-------------------|----------------|-------------------|
| docadmin | 1 | | <Default Location> | | QFUN\docadmin | |
| Operator | 1 | | <Default Location> | | | |
| PureCloudAdmin | | | <Default Location> | | | |
| User_1 | 1 | 1000 | <Default Location> | Station_1 | | Chloe Fry |
| User_2 | 1 | 2001 | <Default Location> | Station_2 | | Alexandra Clarke |
| User_3 | 1 | 2002 | <Default Location> | Station_3 | | Rashad Dale |
| User_4 | 1 | 2003 | <Default Location> | Station_4 | | Maisie Cotton |
| User_5 | 1 | 2004 | <Default Location> | Station_5 | | Clarke Marshall |
| User_6 | 1 | 2005 | <Default Location> | Station_6 | | Sebastian Murray |
| User_7 | 1 | 2006 | <Default Location> | Station_7 | | Keith Dominguez |
| User_8 | 1 | 2007 | <Default Location> | Station_8 | | Nicholas Martinez |
| User_9 | 1 | 2008 | <Default Location> | Station_9 | | Jacob Noble |
| User_10 | 1 | 2009 | <Default Location> | Station_10 | | Stephen Cross |
| User_11 | 1 | 2010 | <Default Location> | Station_11 | | Caldwell Potter |
| User_12 | 1 | 2011 | <Default Location> | Station_12 | | George Holland |
| User_13 | 1 | 2012 | <Default Location> | Station_13 | | Fallon Irwin |
| User_14 | 1 | 2013 | <Default Location> | Station_14 | | Ella Adkins |
| User_15 | 1 | 2014 | <Default Location> | Station_15 | | Conan Hendricks |
| User_16 | 1 | 2015 | <Default Location> | Station_16 | | Kennan Herrera |
| User_17 | 1 | 2016 | <Default Location> | Station_17 | | Odysseus Marshall |
| User_18 | 1 | 2017 | <Default Location> | Station_18 | | Leonard Knapp |
| User_19 | 1 | 2018 | <Default Location> | Station_19 | | Rana Daniel |
| User_20 | 1 | 2019 | <Default Location> | Station_20 | | Noelle Woodard |

At the bottom of the window, it shows 'Items: 23' and 'Selected: 1'.

Users

Review user information, passwords, and permissions in CIC and PureCloud.

User information

PureCloud for CIC syncs the following default CIC user information in the PureCloud organization:

- **Display name (required)**
User Configuration>Personal Info tab>General tab> Display Name
- **Email address (required)**
User Configuration>Personal Info tab>Internet tab>Business Email
- Extension
- Business number
- Work phone
- Cell phone
- Department name
- Title
- Status (supported in CIC 2016 R4 or later)

We recommend that you configure the required (and optional) CIC user information before you configure PureCloud for CIC. However, if you configure additional users after you configure PureCloud for CIC, the integration automatically syncs them for you.

Notes:

- In order for CIC user information to replicate successfully in PureCloud, ensure that the required **display names** and **email addresses** are complete in Interaction Administrator.
- Starting with CIC 2016 R4, users can choose whether they want PureCloud or CIC to be the primary source for their status and presence in the PureCloud organization.

User passwords

When a CIC user accesses PureCloud for CIC from Interaction Connect, the user is automatically logged in – no passwords are involved.

However, if a CIC user chooses to access the PureCloud organization manually using <https://login.mypurecloud.com>, the user must create a PureCloud password to log in. CIC user password and PureCloud user passwords are separate. The PureCloud user password can be the same as the CIC user password or it can be different. If the user chooses a different password to log in PureCloud, it will not affect the ability to log into any CIC client.

User permissions

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

PureCloud Bridge considerations

As part of the PureCloud for CIC configuration, PureCloud Bridge is installed to manage the data transfer between CIC and PureCloud.

Local bridge

We recommend a local bridge for small and medium implementations. Select **Bridge Location>Automatic Local Install** as part of the PureCloud for CIC configuration in Interaction Administrator. PureCloud Bridge will be installed automatically on the CIC server. A local install provides for a better integration experience and allows the CIC to control the bridge and connectors better during a switchover.

Off-server bridge

We recommend that large implementations start with a local bridge. After the CIC server has been running for a while with a local bridge, you may determine the need for an off-server bridge. You can install an off-server bridge at any time. See [Install an off-server bridge](#) for instructions.

Switchover

When you select **Bridge Location>Automatic Local Install** as part of PureCloud for CIC configuration on the primary CIC server in a Switchover pair, PureCloud Bridge is automatically installed on both the primary and backup CIC servers.

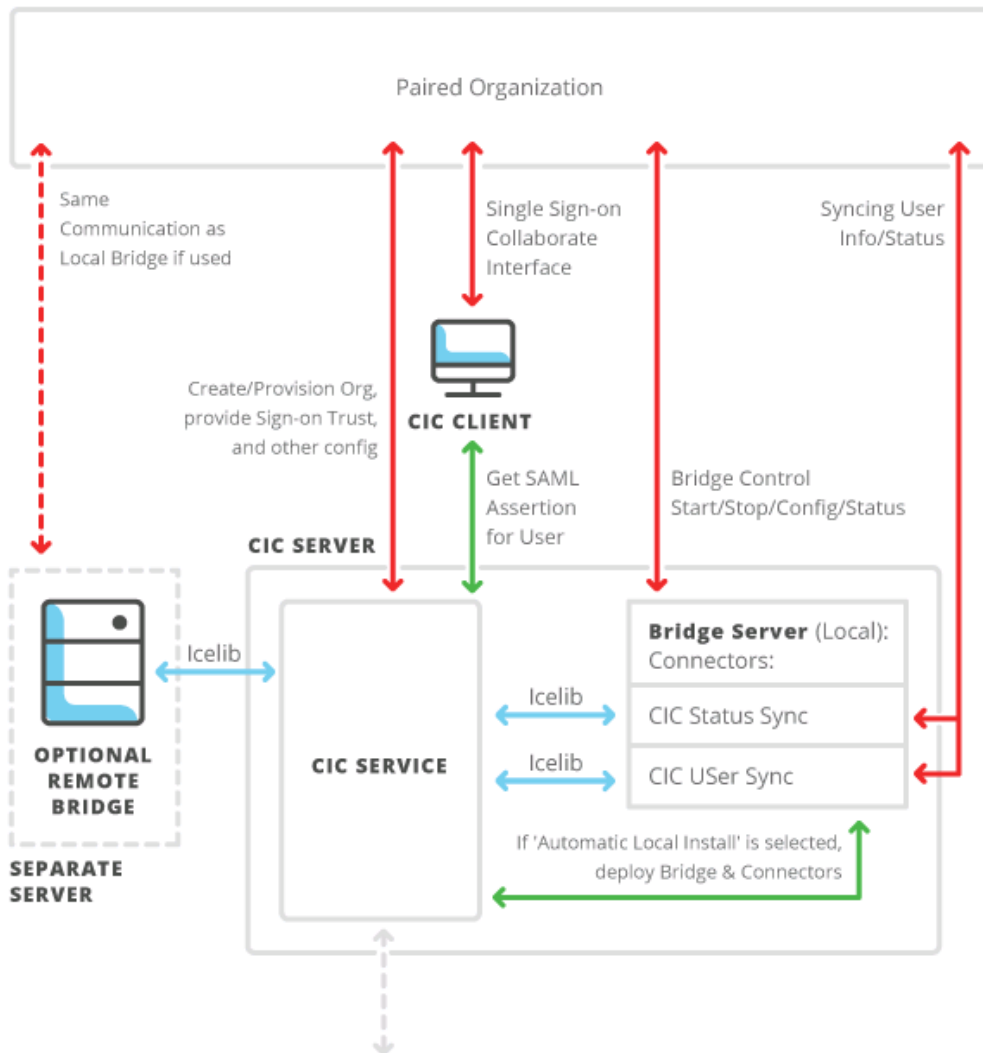
The bridge operates independently from the primary and backup CIC servers. If the backup CIC server is down at the time that you configure PureCloud for CIC, a bridge will be installed on the backup CIC server the next time that CIC is started.

Communication and data flow diagram

LEGEND

↔ Internet Required

PURECLOUD



INTERACTION ADMINISTRATOR

The screenshot shows the "PureCloud Configuration" window in the Interaction Administrator. The window has tabs for "PureCloud Configuration", "PureCloud Web Page", "Bridge Status", "Custom Attributes", and "History". The "PureCloud Configuration" tab is active, showing a form with the following fields:

- ☒ Enable PureCloud Integration
- Administrator Email: ITServices@xyzcompany.com
- Password: [masked]
- Confirm Password: [masked]
- Organization Name: XYZ Company

There is a "Remove Configuration" button next to the "Enable PureCloud Integration" checkbox.

CIC provides communication services to enable the PureCloud for CIC Integration.

- The CIC service securely communicates with PureCloud to create a PureCloud organization for the CIC system, provisions the PureCloud organization so that it is paired and trusted for Single Sign-on, and configures Bridge connectors.
- The CIC service 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.
- CIC starts the Bridge setup utility locally which downloads, installs, and configures it on the CIC server. (If you prefer, you can install the Bridge setup utility on a separate server.)
- The CIC service shares configurable user information with the Bridge's CIC Data Connector using IceLib.
- The CIC service shares user status with the Bridge's CIC Status Connector using IceLib.

Once the PureCloud for CIC integration is complete, the Bridge connected to the CIC system securely synchronizes gathered information to the paired PureCloud organization.

PureCloud Directory and Collaborate

Once PureCloud for CIC is configured, the administrator can launch PureCloud Collaborate directly from Interaction Administrator and CIC users can launch PureCloud Collaborate directly from the 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.

CIC user information and statuses are automatically and continuously synced into a paired PureCloud organization. CIC users can set their primary presence source (status) to either CIC or PureCloud. CIC users who set their primary presence source to CIC ensure their PureCloud presence is driven by CIC status; their PureCloud availability is based on their CIC status.

Note:

Syncing CIC status to PureCloud requires a configured and running CIC Status connector. The CIC Bridge Setup Utility does this automatically when configuring the IC/PureCloud integration.

PureCloud for CIC configuration in Interaction Administrator

When you configure PureCloud for CIC, you are provisioning the CIC system to work with PureCloud. The configuration is performed in Interaction Administrator.

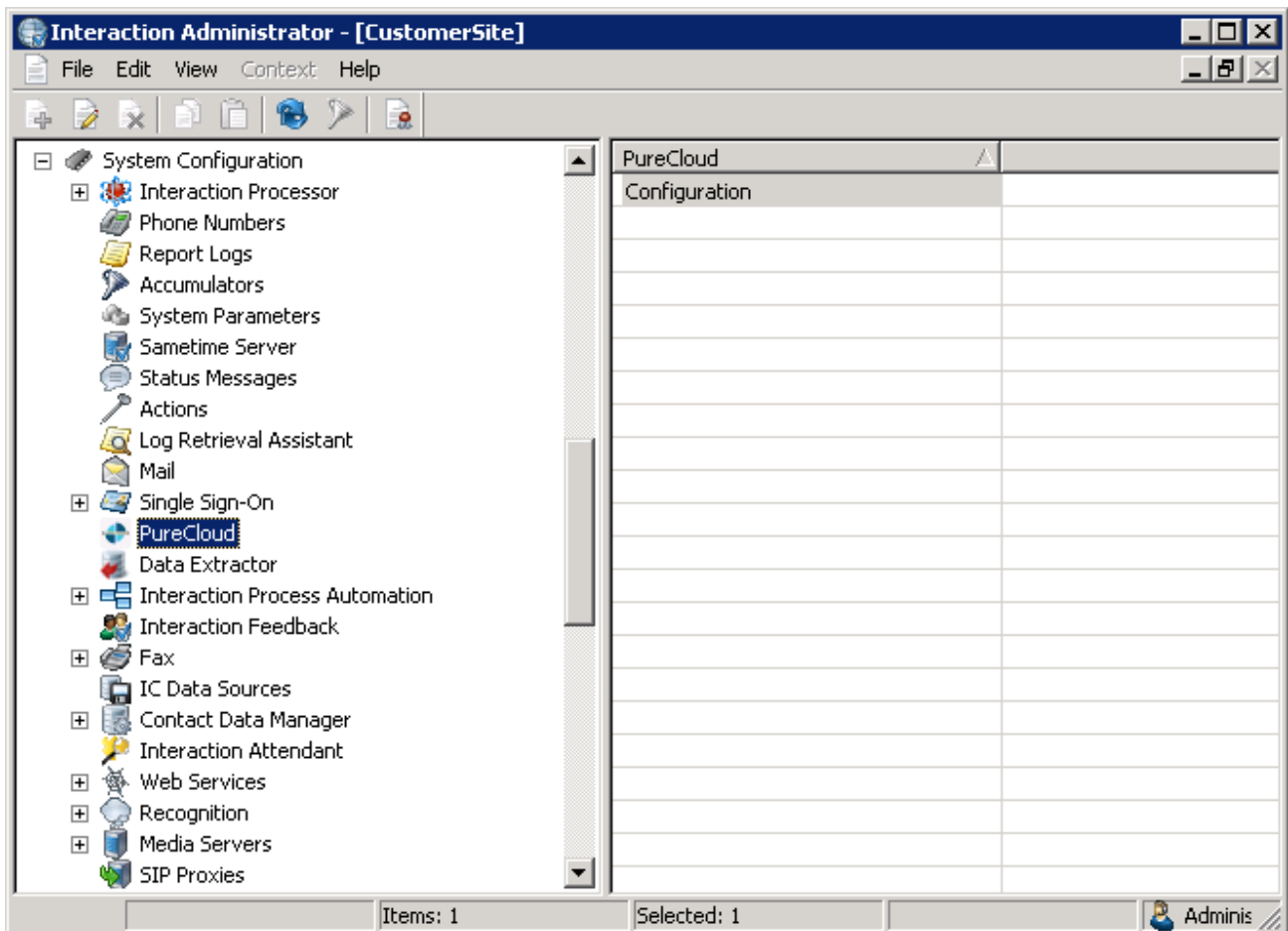
Configure PureCloud for CIC with a local bridge

When you configure PureCloud for CIC in Interaction Administrator, you accomplish these tasks:

- Enter PureCloud Admin and PureCloud organization information to create a new organization or connect to an existing organization
- Install a local bridge to sync user data
- Test the CIC to PureCloud connection

To configure PureCloud for CIC with a local bridge

1. Make sure you have reviewed [Requirements](#), including the CIC user configuration requirements needed to sync CIC user information, in the PureCloud organization.
2. In Interaction Administrator, open **System Configuration > PureCloud**.



3. In the right-hand view, double-click **Configuration**.
4. In the **PureCloud Configuration** tab, select the **Enable PureCloud Integration** check box.
5. A message box prompts to confirm that you understand that CIC user information will be synced in a paired PureCloud organization. Click **Yes** to proceed. The configuration fields in the **PureCloud Configuration** tab are enabled.

Note:

Click **No** if you wish to configure additional CIC user information in Interaction Administrator before configuring PureCloud for CIC, or if you do not wish to configure PureCloud for CIC at this time.

6. Enter the PureCloud Admin credentials, PureCloud organization name, and region.

- a. In the **Administrator Email** box, type the email address you wish to use for the PureCloud Admin.
 - If you have an existing PureCloud organization, type the administrator email address for the organization.
 - If you do not have an existing PureCloud organization, we recommend giving the PureCloud Admin an administrator or IT-related distribution email address, for example, `ITServices`, instead of a person's email address.
- b. In the **Administrator Password** box, type the password you wish to use for the PureCloud Admin. If you have an existing PureCloud organization, type the administrator password for the organization.

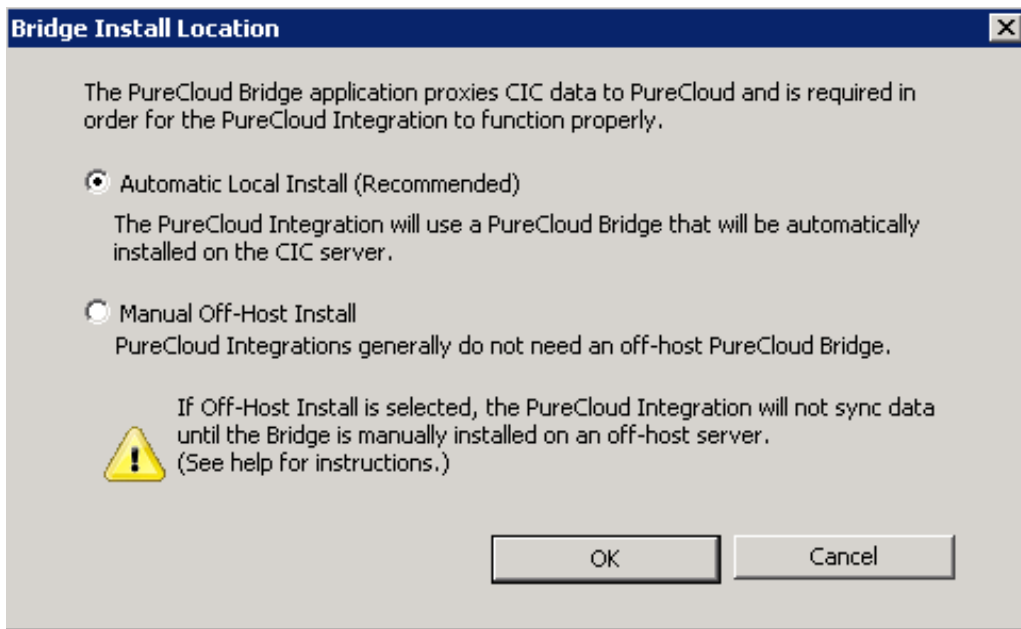
Note:

The default minimum password length is eight characters, with a default minimum of one number, one special character, one uppercase letter, and one lowercase letter.

- c. In the **Confirm Password** box, retype the PureCloud Admin password.
- d. In the **Organization Name** box, do one of the following:
 - If you have an existing PureCloud organization, type the organization short name. If you are unsure of the organization short name, log in to PureCloud and navigate to **Admin>Account Settings>Organization Settings**.
 - If you do not have an existing PureCloud organization name, type your company name. PureCloud for CIC will generate an organization short name which is used to communicate with PureCloud.
- e. In the **Region** list, select the closest region to your organization's location. 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.

Once these fields are populated, **Bridge Location** is enabled.

7. In **Bridge Location**, select **Edit** to open the **Bridge Install Location** dialog box.
8. Select the location for the PureCloud Bridge installation and click **OK**.



- To install the bridge on the CIC server, select **Automatic Local Install**. This is the recommended selection. The PureCloud Bridge will be automatically installed on the CIC server.
- If you have decided you need an off-server bridge at this time, select **Manual Off-Host Install**. After you complete the fields in the PureCloud Configuration tab, be sure to **install an off-server bridge**.

Note:

If you select **Manual Off-Host install**, the integration creates a paired organization in PureCloud, but the user data is not synced. Once you complete the off-server bridge installation, the user data will sync.

- In the PureCloud Configuration tab, click **Apply**.
- A message box prompts to confirmation that you want to proceed to provision the organization with the information you provided.
 - If you are creating a new PureCloud organization, click **Yes** to confirm that the new organization will be created.
 - If you entered the credentials for an already existing PureCloud organization, click **Yes** to confirm that this organization already exists and will be populated with your CIC users.
- A message box confirms that the PureCloud organization was successfully created. Click **OK**. The **Test Connection** button is enabled.
- Click **Test Connection** to verify that Single Sign-on works and that the internet connection to your PureCloud organization is healthy.
- A message box confirms the successful connection to PureCloud.

Note:

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

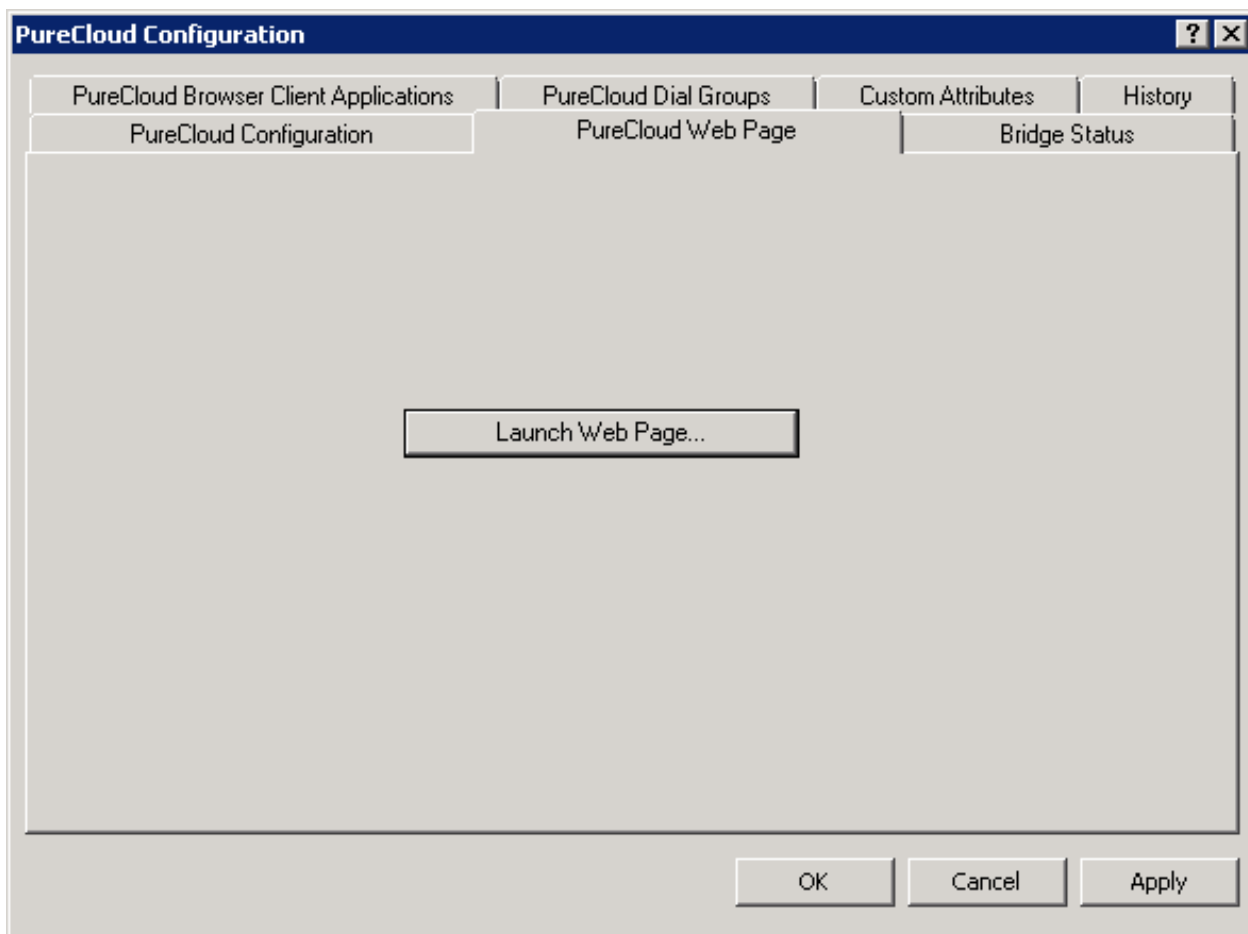
Next step: Launch PureCloud Collaborate from the **PureCloud Web Page** tab.

Launch PureCloud Collaborate

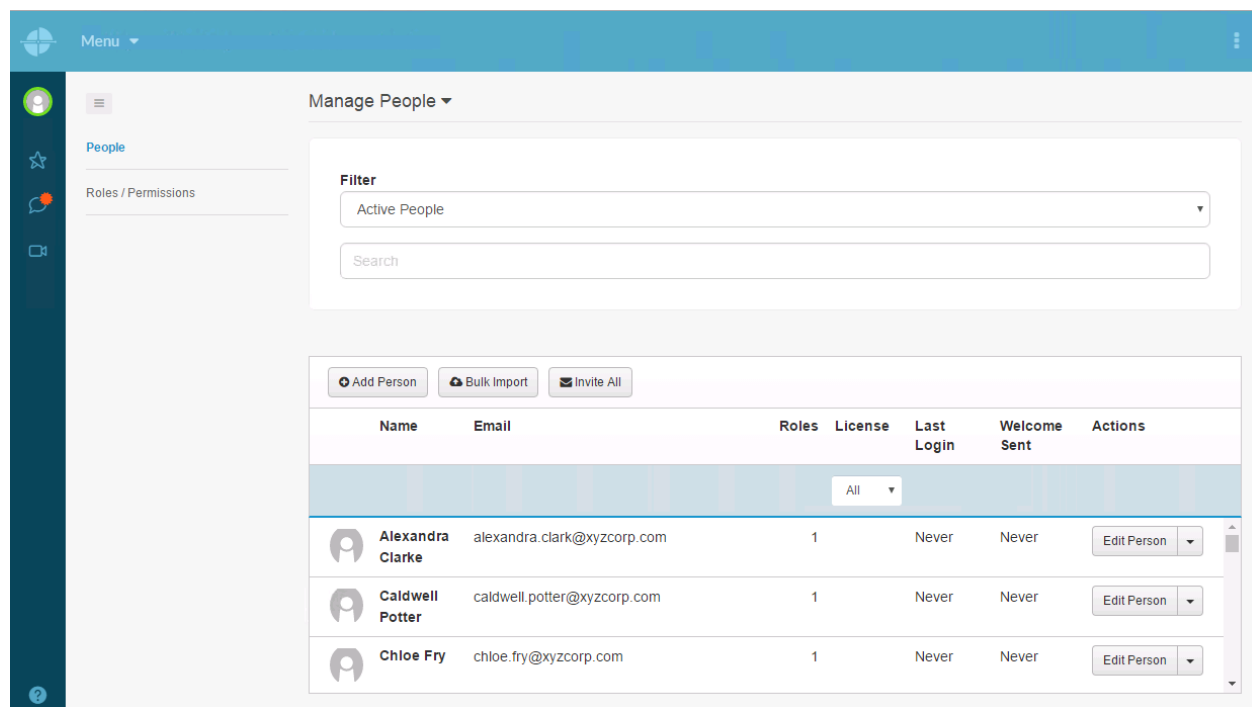
Launch your PureCloud for CIC organization directly from Interaction Administrator. If your CIC user accounts were configured with **Display name** and **Business email** before you configured PureCloud for CIC, CIC user account data is synced and those users appear in the PureCloud Directory.

To launch PureCloud Collaborate

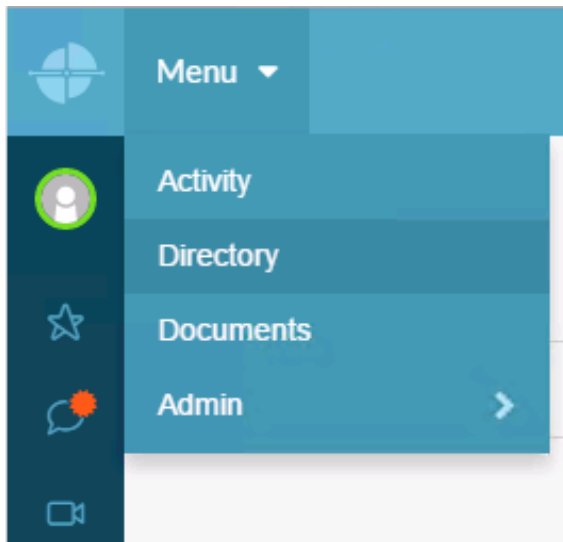
1. In the PureCloud Configuration dialog box, select the **PureCloud Web Page** tab.



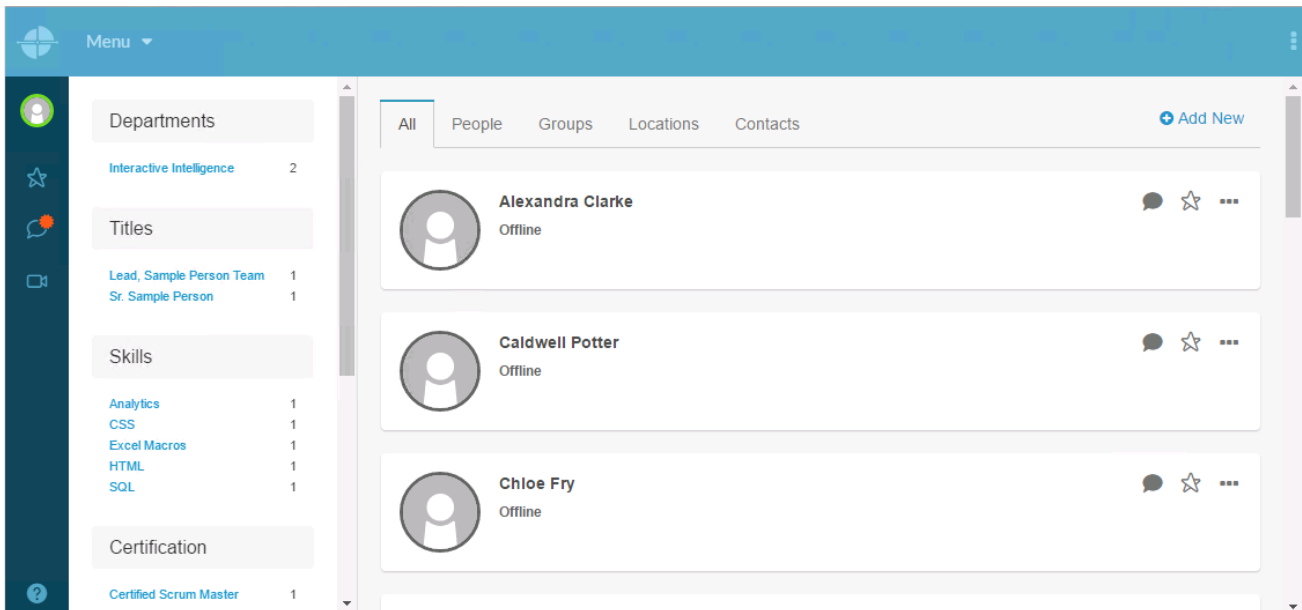
2. Click **Launch Web Page...**
3. If prompted, select the browser you wish to use.
4. PureCloud launches and automatically logs you in as the PureCloud Admin user created when you configured PureCloud for CIC.
 - If a splash screen appears with a selection for **Collaborate/Communicate**, click this selection.
 - PureCloud opens to the administrative interface where you can view and edit user profiles.



5. Select **Menu > Directory**.



6. If your CIC user accounts were configured with **Display Name** and **Business Email** (and optionally other user data) before you configured PureCloud for CIC, the CIC user account data is synced and the users appear in the PureCloud Directory.



Note:

If you created the PureCloud for CIC Integration for an existing PureCloud organization, the CIC users are added to the PureCloud Directory and co-exist with the existing PureCloud-only users.

Configure PureCloud Browser Client Applications

You must configure the URIs of Interaction Connect or other browser-based client applications that use PureCloud integrations. This enables these applications to use the PureCloud API from a web browser.

Required:

This is required for the WebRTC and Co-browse integrations in Interaction Connect. This is not needed for CIC 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 by CIC.

1. In Interaction Administrator, open **System Configuration > PureCloud**.
2. In the right-hand view, double-click **Configuration**.
3. In the PureCloud Configuration dialog box, select the **PureCloud Browser Client Applications** tab.

The screenshot shows the 'PureCloud Configuration' dialog box with the 'PureCloud Browser Client Applications' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar are four tabs: 'PureCloud Configuration', 'PureCloud Web Page', 'Bridge Status', and 'PureCloud Browser Client Applications' (which is active). Below the tabs are three more tabs: 'PureCloud Browser Client Applications', 'PureCloud Dial Groups', 'Custom Attributes', and 'History'. The main area contains the following text: 'Enter the URIs of Interaction Connect and other browser-based client applications that use the PureCloud API. This allows these applications to use the PureCloud API from a web browser.' Below this text is a text input field and an 'Add' button. A list box below the input field contains five URIs: 'https://jh02583d.inin.com:9443/webic_client_systest/client/', 'https://jh02583d.inin.com:9443/webic_client_systest/release/client/', 'https://icws.ininlab.com/fhqwgads/', 'https://2g7z8z1.inin.com:9443/webic_client_systest/client/', and 'https://2g7z8z1.inin.com:9443/webic_client_systest/release/client/'. At the bottom right of the list box is a 'Remove' button. At the very bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Apply'.

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 PureCloud Dial Groups

The PureCloud Dial Groups tab enables you to configure which dial groups are used 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 > PureCloud**.
2. In the right-hand view, double-click **Configuration**.
3. In the **PureCloud Configuration** dialog box, select the **PureCloud Dial Groups** tab.

The screenshot shows the 'PureCloud Configuration' dialog box with the 'PureCloud Dial Groups' tab selected. The dialog has a title bar with a question mark and a close button. Below the title bar are four tabs: 'PureCloud Configuration', 'PureCloud Web Page', 'Bridge Status', and 'History'. The 'PureCloud Configuration' tab is active, showing a list of 'Available Dial Groups' on the left and 'Currently Selected Dial Groups' on the right. The 'Available Dial Groups' list contains: 'Private', 'PureCloudTieLineGroup_named_rdl_sit', 'PureCloudTieLineGroup_SiteName-nar', 'PureCloudTieLineGroup_SiteName-nar', and 'PureCloudTieLineGroup_SiteName-nar'. The 'Currently Selected Dial Groups' list contains: 'WebBasedPhoneTieLineGroup_Pecar'. Between the two lists are 'Add' and 'Remove' buttons. At the bottom of the dialog are 'OK', 'Cancel', and 'Apply' buttons.

PureCloud Configuration ? X

PureCloud Configuration PureCloud Web Page Bridge Status

PureCloud Browser Client Applications **PureCloud Dial Groups** Custom Attributes History

Select the dial groups that should be used to connect to PureCloud.

Available Dial Groups

- Private
- PureCloudTieLineGroup_named_rdl_sit
- PureCloudTieLineGroup_SiteName-nar
- PureCloudTieLineGroup_SiteName-nar
- PureCloudTieLineGroup_SiteName-nar

Add

Remove

Currently Selected Dial Groups

- WebBasedPhoneTieLineGroup_Pecar

OK Cancel Apply

4. Do either of the following to select the dial groups to use to connect to PureCloud:
 - To add a dial group from the **Available Dial Groups** list, select a dial group and Add.

Note:

This list displays the existing dial groups of this CIC server.

- To remove a dial group from the **Currently Selected Dial Groups** list, select a dial group 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**.

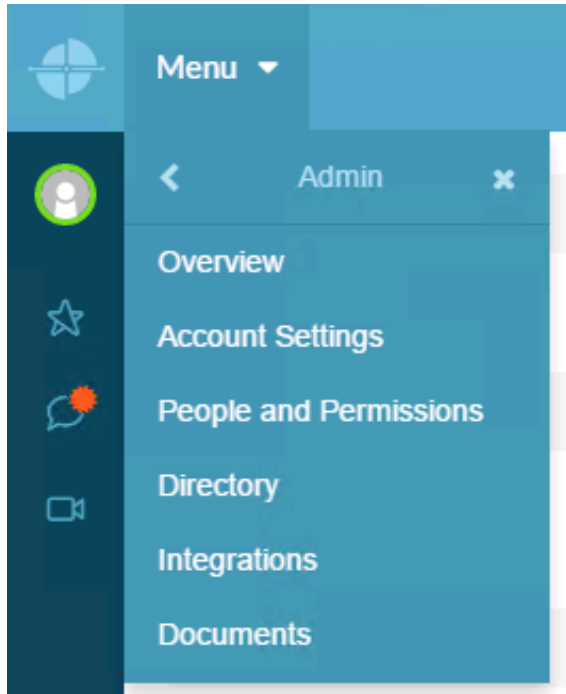
PureCloud for CIC configuration in PureCloud

In this section:

- [Configure your organization](#)
- [Review PureCloud Bridge settings](#)
- [Change default CIC user information data fields](#)

Configure your organization

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

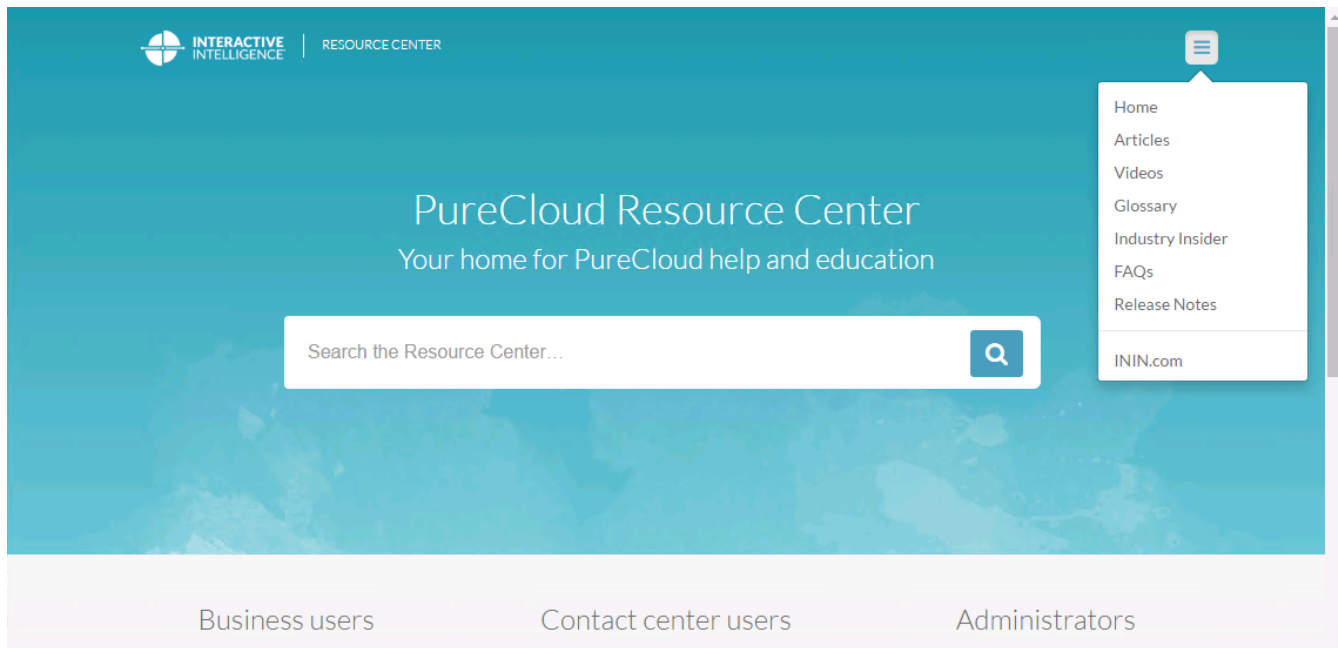


In the **Admin** menu:

- **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 functionality
- **Directory** – Set up groups, locations, skills, and profile layouts and labels
- **Integrations** – [Review PureCloud Bridge page settings](#)
- **Documents** – Administer the storage, organization, 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/> or click ? in the lower left corner and select **Help with this screen** on a specific page. The Resource Center contains context-sensitive help and also enables you to access articles, videos, FAQ's, PureConnect Release Notes, and more.



Review PureCloud Bridge page settings

The **PureCloud Bridge** page contains status and other settings. Review the **Bridge** page settings and learn about additional configuration options.

In the **Admin** menu, select **Integrations** to open the Bridge Overview and view the **Connectors**, **Servers**, **Action**, and **History** tabs. For help on a specific page, click **?** in the lower left corner and select **Help with this screen**.

Automatic Updates and Synchronization

Bridge features plug-in connectors that allow it to communicate with a variety of enterprise systems such as Microsoft Active Directory, Microsoft Exchange, Microsoft Lync or Human Resource Systems.

- Rules-based synchronization, fully configurable:
 - One-way sync in either direction
 - Two-way sync with tie-breaker rules to prevent locking
 - Enterprise systems can update PureCloud, PureCloud can update enterprise systems, or both
- On-premise Bridge VM runs in your data center
- SSL connection to PureCloud APIs

Connectors tab

The **Connectors** tab shows the CIC Connector and CIC Status Connector settings, created when your PureCloud organization was provisioned and configured as part of the PureCloud Bridge installation.

If a new version of one of the connectors is available, download and install it.

Menu

Bridge

Web

Manage Bridge Integrations

BridgeConnectorsServersActionsHistory

Add Connector

| Connector | Group Name | Status | Configuration | Actions |
|---|------------|------------------------|----------------|----------------|
| All | | | | |
| cic-connector (inin) Platform: win-x86 Version: 2.0.0.197 | QF-ZEUS | 1 instance 1 online | Fault Tolerant | Edit Connector |
| status-cic-4-connector (inin) Platform: win-x86 Version: 2.0.0.104 | QF-ZEUS | 1 instance 1 online | Fault Tolerant | Edit Connector |

Servers tab

The **Servers** tab shows the PureCloud Bridge settings, created when the local bridge paired with the PureCloud organization. If an off-server bridge was installed, that server also appears.

If a new version is available, download and install it.

The screenshot shows the 'Manage Bridge Integrations' page with the 'Servers' tab selected. The interface includes a sidebar with navigation options (Bridge, Web) and a main content area. The 'Servers' tab displays a table of servers with columns: Server, Status, Paired On Last Bootstrap, Server Contract Version, and Actions. There are two servers listed: QF-ZEUS and EROS, both with a status of 'online'. Each server has an 'Edit Server' button. A search bar and a dropdown menu are located above the table.

| Server | Status | Paired On Last Bootstrap | Server Contract Version | Actions |
|---------|--------|--|----------------------------|-------------|
| QF-ZEUS | online | 6/17/2016, 3:35:55 PM 6/17/2016, 3:37:11 PM | 3 3.0.0.2898 win-x64 | Edit Server |
| EROS | online | 6/21/2016, 9:42:54 AM 6/21/2016, 9:44:03 AM | 3 3.0.0.2898 win-x64 | Edit Server |

Actions tab

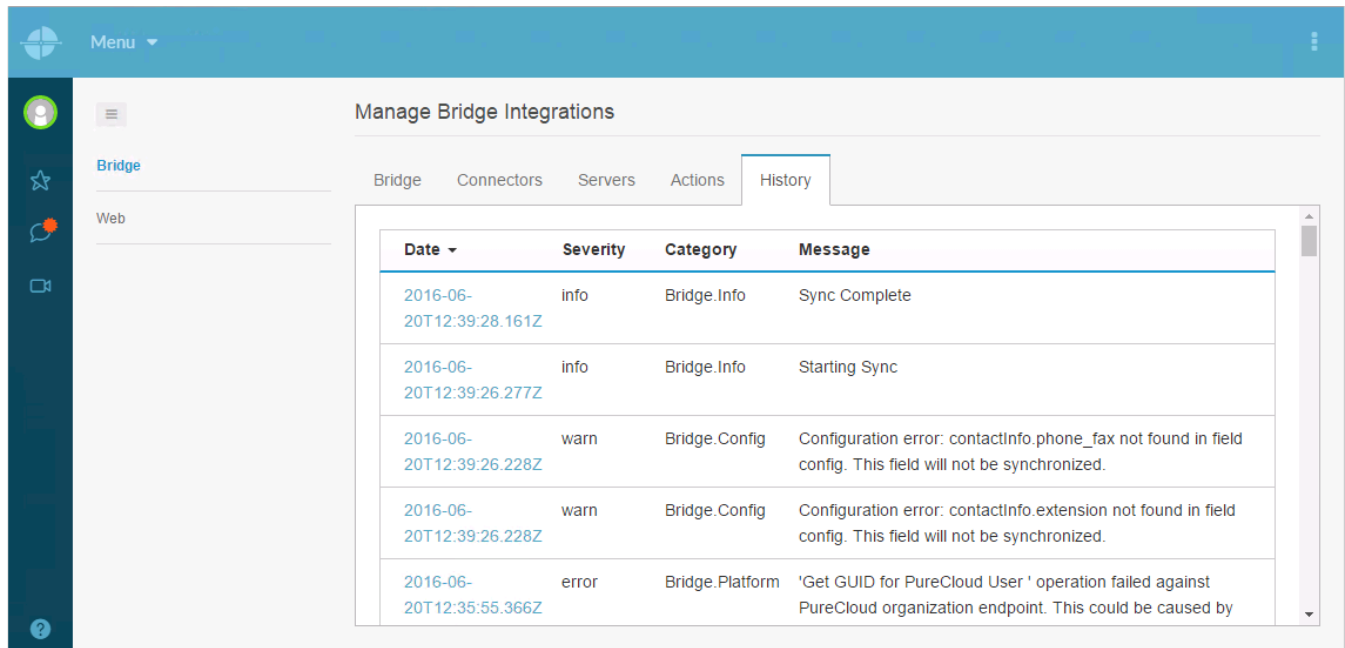
The **Actions** tab lets you customize the information retrieved by the CIC Connector and CIC Status Connector.

The screenshot shows the 'Manage Bridge Integrations' page with the 'Actions' tab selected. The interface includes a sidebar with navigation options (Bridge, Web) and a main content area. The 'Actions' tab displays a table with columns: Action, Status, Connector Group, and Actions. There is an 'Add Action' button at the top. The table is currently empty, with search bars and dropdown menus for filtering.

| Action | Status | Connector Group | Actions |
|--------|--------|-----------------|---------|
|--------|--------|-----------------|---------|

History tab

The **History** tab contains a log of events reported by the Bridge Services. This includes messages relevant to the PureCloud Bridge Server, CIC Connector, and CIC Status Connector.



| Date ▾ | Severity | Category | Message |
|--------------------------|----------|-----------------|--|
| 2016-06-20T12:39:28.161Z | info | Bridge.Info | Sync Complete |
| 2016-06-20T12:39:26.277Z | info | Bridge.Info | Starting Sync |
| 2016-06-20T12:39:26.228Z | warn | Bridge.Config | Configuration error: contactInfo.phone_fax not found in field config. This field will not be synchronized. |
| 2016-06-20T12:39:26.228Z | warn | Bridge.Config | Configuration error: contactInfo.extension not found in field config. This field will not be synchronized. |
| 2016-06-20T12:35:55.366Z | error | Bridge.Platform | 'Get GUID for PureCloud User ' operation failed against PureCloud organization endpoint. This could be caused by |

Change default user information data fields

You can change default user information data fields to add mappings between additional or custom data fields. For more information, see these PureCloud Resource Center articles:

[Default field mappings \(CIC Data Connector\)](#)

[CIC Data Connector external fields](#)

[Edit the JSON configuration](#)

Bridge Setup Utility

As part of the initial configuration of PureCloud for CIC we recommend that you install a local bridge. If you decide it is necessary, you can move to a remote bridge setup later. You can install one or more off-server bridges at any time. Use the Bridge Setup Utility to install an off-server bridge.

Note:

If you move from a local bridge to a remote bridge, you do not need to remove the local bridge. CIC automatically uninstalls the local bridge from the CIC server. 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.

If you selected **Manual Off-Host Install** in the **Bridge Install Location** dialog box, install the off-server bridge after you complete the PureCloud for CIC configuration. User data is synced only after you install the off-server bridge.

Install an off-server bridge

The Bridge Setup Utility is available on a CIC 2015 R3 or later server.

1. Locate **ICBridgeSetupUtility.exe** in the `\I3\IC\Install\PureCloudIntegration` directory and copy it to a separate server on the CIC network.

Important!

You cannot run the Bridge Setup Utility remotely over a network. You must copy it to the server where you want to install the bridge. Also, you can run only one instance of the Bridge Setup Utility at a time.

2. Launch **ICBridgeSetupUtility.exe** on the separate server.
3. Select **Install Bridge and Add to Integration**.

4. Enter the following information:
 - o In the **IC User Name** box, type one of the following:
 - **PureCloudAdmin** - The administrator account created during the PureCloud for CIC configuration in Interaction Administrator.
 - A different CIC administrator account name with the **I3_ATTR_ADMIN_RIGHT_PURECLOUD_INTEGRATION** permission.
 - o In the **IC Password** box, type the user's password.
 - In the **IC Server** box, type the name of CIC server on which you configured the PureCloud for CIC Integration.
 - If you have an alternative proxy required for internet access on your internal network, type the proxy server name in **Proxy** box. Otherwise, leave this blank.
5. Click **Begin**. The installation launches and records its progress in **Status** window.

6. Click **Quit** when the **Status** window indicates that the installation has completed successfully and the off-server bridge is running.

The screenshot shows the ICBridgeSetupUtility window. At the top, there are two radio buttons: "Install Bridge and Add to Integration" (selected) and "Uninstall Bridge and Remove from Integration". Below these are four input fields: "IC User Name" (containing "PureCloudAdmin"), "IC Password" (masked with dots), "IC Server" (containing "Qf-Zeus.Qfun.com"), and "(optional) Proxy" (empty). To the right of these fields are four buttons: "Begin", "Quit", "Open Log", and "Service Info". Below the input fields is a "Status:" section with a scrollable log area. The log contains the following text:

```
2016-06-21 09:42:02: Generating a Bridge Server pairing token...
2016-06-21 09:42:02: Successfully generated a Bridge Server pairing token
2016-06-21 09:42:02: Starting the PureCloud Bridge installer...
2016-06-21 09:42:03: Successfully started the PureCloud Bridge installer
2016-06-21 09:42:03: Installing the PureCloud Bridge...
2016-06-21 09:44:14: Successfully installed the Bridge Server
2016-06-21 09:44:14: Waiting for the Bridge Server to come online
2016-06-21 09:44:15: The Bridge Server is online
2016-06-21 09:44:15: Configuring the CIC connector. Attempt 1 of 3.
2016-06-21 09:44:23: Successfully setup the CIC connector
2016-06-21 09:44:23: Configuring the CIC status connector. Attempt 1 of 3.
2016-06-21 09:44:29: Successfully setup the CIC status connector
2016-06-21 09:44:29: Saving the Bridge server and connector information on the IC Server
2016-06-21 09:44:30: Successfully saved the Bridge server and connector information on the IC Server
2016-06-21 09:44:30: Disconnecting from the IC server
2016-06-21 09:44:30: Installation completed
2016-06-21 09:44:30: ININ Bridge Server status: Running
2016-06-21 09:44:50: Opening log: C:\Users\eros_user\AppData\Local\Temp\Interactive_Intelligence_ICBridgeSetupUtility_201606210935336425.log
```

Once installed, you can use the ICBridgeSetupUtility to:

- Check the status of the off-server bridge by clicking **Service Info**. The status is recorded in the **Status** window.
- Troubleshoot issues with the off-server bridge but clicking **Open Log** to view the log file.

Uninstall a remote bridge and remove from integration

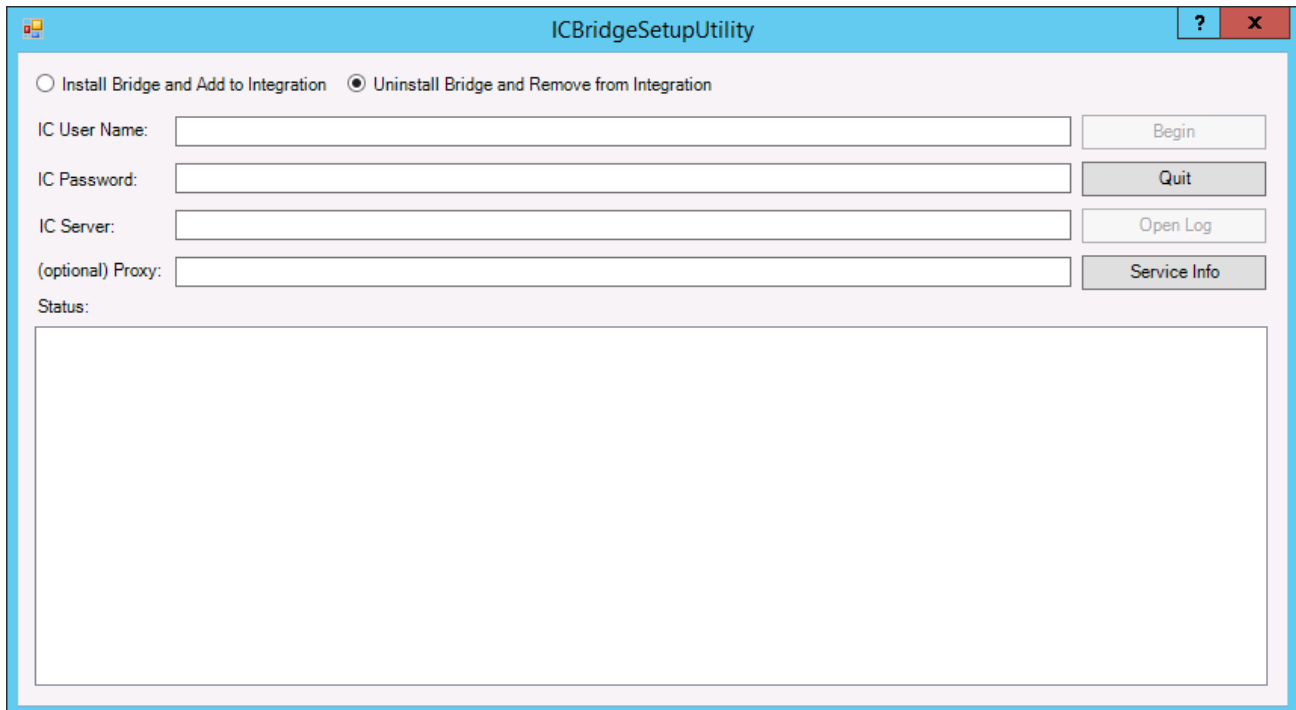
If you decide to move to or from a remote bridge setup, you need to uninstall the existing bridge or bridges. You also need to uninstall the existing bridge if you decide to change the paired PureCloud organization. A bridge can pair with only one PureCloud organization. If you decide to pair to a different PureCloud organization, you must uninstall the bridge and connectors and then reinstall them.

1. Locate `ICBridgeSetupUtility.exe` in the `\I3\IC\Install\PureCloudIntegration` directory and copy it to the bridge server.

Important!

You cannot run the Bridge Setup Utility remotely over a network. You must copy it to the server where you want to install the bridge. Also, you can run only one instance of the Bridge Setup Utility at a time.

2. Launch `ICBridgeSetupUtility.exe` on the separate server.
3. Select **Uninstall Bridge and Remove from Integration**.



The screenshot shows the `ICBridgeSetupUtility` window. At the top, there are two radio buttons: `Install Bridge and Add to Integration` (unselected) and `Uninstall Bridge and Remove from Integration` (selected). Below these are four text input fields: `IC User Name:`, `IC Password:`, `IC Server:`, and `(optional) Proxy:`. To the right of each field is a button: `Begin` (next to User Name), `Quit` (next to Password), `Open Log` (next to Server), and `Service Info` (next to Proxy). Below the input fields is a `Status:` label followed by a large empty text area for status updates. The window has a blue title bar and standard Windows window controls (minimize, maximize, close) in the top right corner.

4. Enter the following information:
 - In the **IC User Name** box, type one of the following:
 - `PureCloudAdmin` - The administrator account created during the PureCloud for CIC configuration in Interaction Administrator.
 - A different CIC administrator account name with the `I3_ATTR_ADMIN_RIGHT_PURECLOUD_INTEGRATION` permission.
 - In the **IC Password** box, type the user's password.
 - In the **IC Server** box, type the name of CIC server on which you configured the PureCloud for CIC Integration.
 - If you have an alternative proxy required for internet access on your internal network, type the proxy server name in **Proxy** box. Otherwise, leave this blank.
5. Click **Begin**. The uninstall launches and records its progress in the **Status** window.

Note:

A UAC prompt may appear in the task bar. Click **Yes** to allow the uninstall program to make changes to the local system.

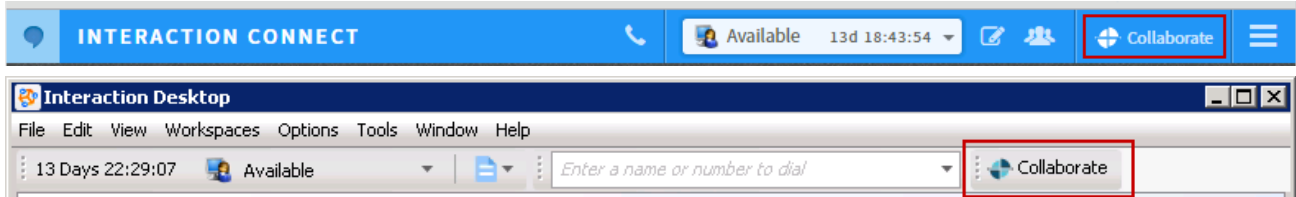
6. Click **Quit** when the **Status** window indicates that the uninstallation has completed successfully and Bridge Server is not found on the local system.

PureCloud Collaborate for CIC client users

After you have completed the PureCloud for CIC configuration, PureCloud Collaborate is available to CIC users via a **Collaborate** button in the CIC client.

Launch PureCloud Collaborate

1. Click the **Collaborate** button.



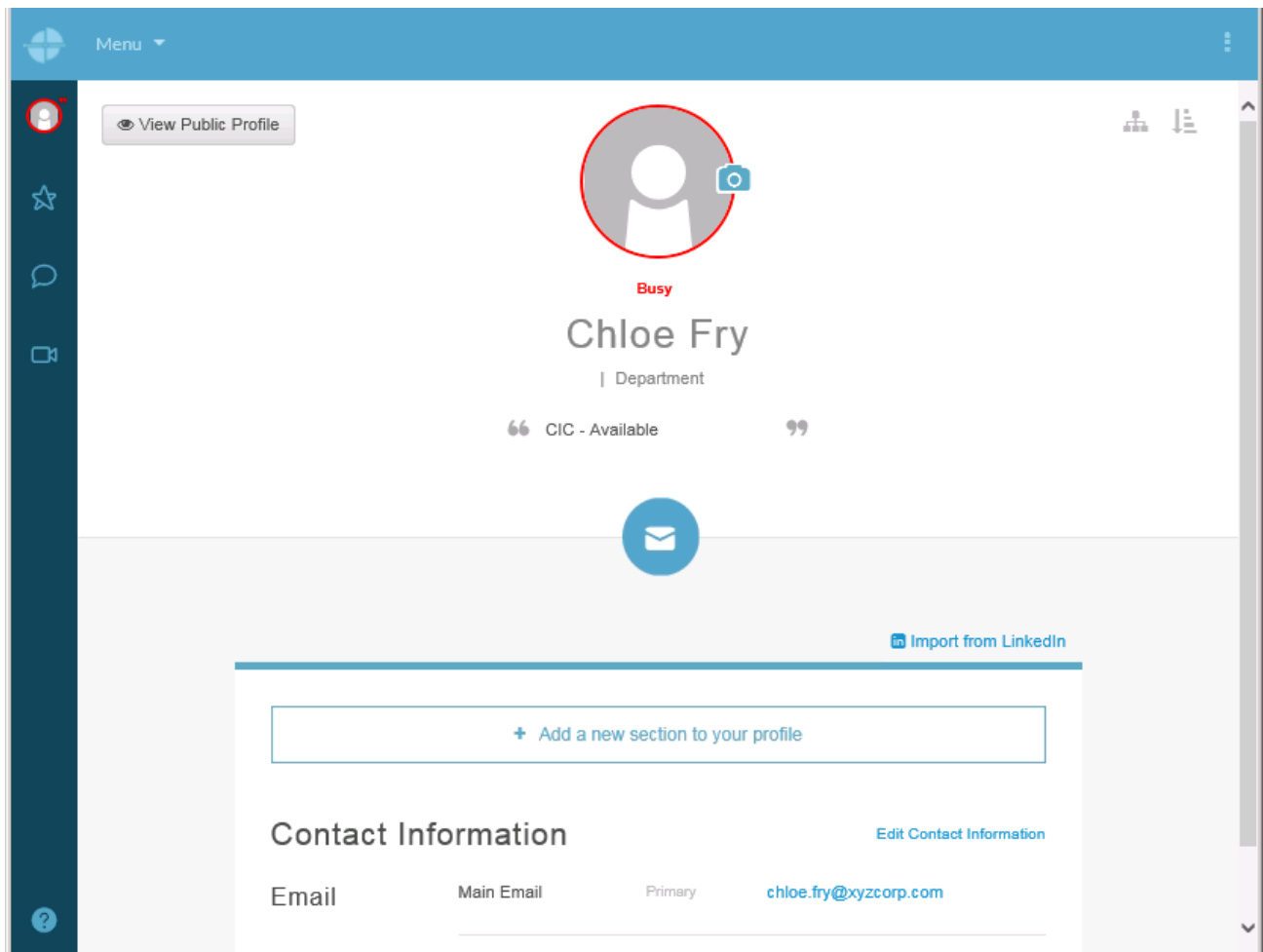
The user is automatically logged in to PureCloud Collaborate.

2. If a splash screen appears, double-click **Collaborate/Communicate**.

PureCloud Collaborate appears in a new browser tab. You log on automatically to PureCloud

Tip:

If a splash screen appears, double-click **Collaborate/Communicate**.



Explore PureCloud Collaborate

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

- **Profiles** – Complete user profile – add contact information, photo, etc. 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 additional features.

PureCloud Directory view for CIC client users

After you have completed the PureCloud for CIC configuration, CIC client users can add display the PureCloud Directory view in the Interaction Connect or Interaction Desktop.

Note:

To enable CIC users to add views to a CIC client, grant them the **Customize Client** Security right in Interaction Administrator.

The PureCloud **Directory** view allows CIC users to see all PureCloud and CIC users in a single directory and view detailed user information. From the **Directory** view, CIC users can call, transfer calls to, and conference with other CIC users as well as PureCloud-only users that use PureCloud for telephony services. CIC users can:

- **Call** PureCloud users.
- **Direct transfer** calls
- **Consult transfer** calls
- **Call conference**

Primary presence source

CIC users can use the PureCloud directory view to set their primary presence source.

Note:

The primary presence source is set to CIC the first time the use displays the PureCloud **Directory** view.

To set presence source:

1. In the CIC client, in the PureCloud **Directory** view, click the **Menu** icon.
2. From the menu, select **Preferences**.
3. In the **Preference** page, under **Presence Source** , select one of the following
 - Set **Default Presence Source** to **CIC**.
Your PureCloud presence is set by your CIC status. PureCloud users see your availability based on your CIC status.
 - Set **Default Presence Source** to **PureCloud**.

Advanced feature requirements, configuration and setup

Information for advanced PureCloud Features in CIC is available in the **PureCloud Features in CIC** section of the PureConnect Documentation Library (version 2017 R2 or later) See the following topics:

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](#)

CIC co-browse

- [Co-browse requirements](#)
- [Co-browse Configuration and Setup Overview](#)

FAQ

How do I check PureCloud Bridge status and activity?

There are two ways to check:

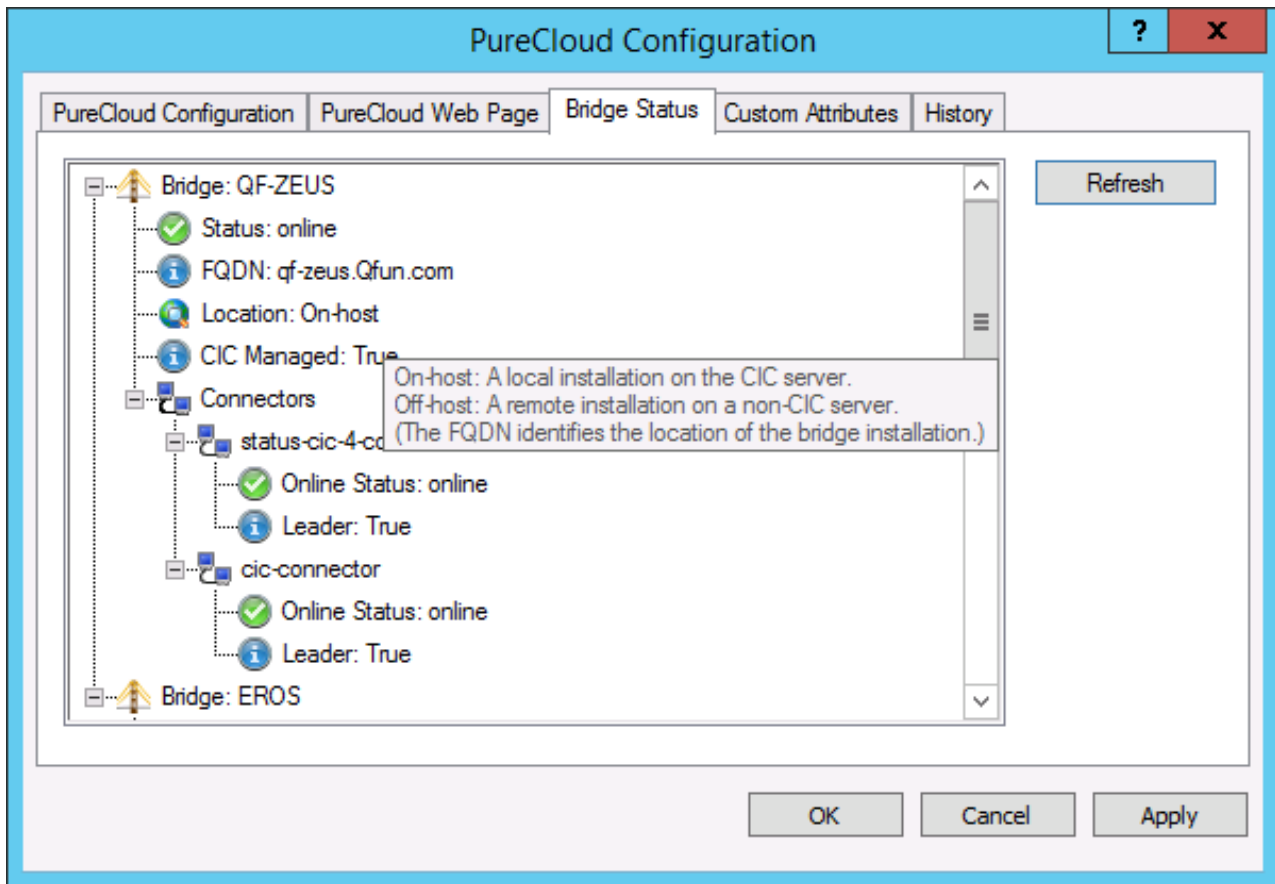
1. In the Interaction Administrator **PureCloud Configuration** dialog box, select the **PureCloud Web Page** tab.
2. Click **Launch Web Page** to launch PureCloud.
3. From the menus, select **Admin > Integrations**. Review the **Connectors**, **Servers**, and **History** tabs.

The screenshot shows the 'Manage Bridge Integrations' interface. The 'Servers' tab is selected, displaying a table of servers. The table has columns for Server, Status, Paired On Last Bootstrap, Server Contract Version, and Server Version. Two servers are listed: QF-ZEUS and EROS, both with a status of 'online'. Each server has an 'Edit Server' button next to it. The interface also includes a search bar and a dropdown menu for filtering servers.

| Server | Status | Paired On Last Bootstrap | Server Contract Version | Server Version | Actions |
|---------|--------|--|-------------------------|-----------------------|-------------|
| QF-ZEUS | online | 6/17/2016, 3:35:55 PM 6/17/2016, 3:37:11 PM | 3 | 3.0.0.2898 win-x64 | Edit Server |
| EROS | online | 6/21/2016, 9:42:54 AM 6/21/2016, 9:44:03 AM | 3 | 3.0.0.2898 win-x64 | Edit Server |

Or

1. In the Interaction Administrator **PureCloud Configuration** dialog box, select the **Bridge Status** tab.
2. Point to various status indicators. Tooltips explain the displayed values.



How do I re-provision the PureCloud for CIC Integration?

If you want to re-provision the organization, your configuration information is preserved in case you want to re-enable the integration later.

1. In the Interaction Administrator PureCloud Configuration dialog box, select the **PureCloud Configuration** tab.
2. Deselect the **Enable PureCloud Integration** option button to disable the integration.

Warning!

When you disable the integration, the synchronization process between CIC and PureCloud is immediately stopped.

3. Click **Yes**.
4. To reprovision your PureCloud integration, select the **Enable PureCloud Integration** option button and then click **OK**.

How do I change PureCloud Admin credentials?

If you wish to change the PureCloud Admin credentials used in the Interaction Administrator PureCloud Configuration tab, for example, when reprovisioning:

1. Ensure the matching PureCloud account (CIC Integration Admin):
 - a. Exists
 - b. Has same credentials
 - c. Has **Admin** role
2. In the Interaction Administrator **PureCloud Configuration** tab, enter the desired account/credentials.
3. In the Interaction Administrator **PureCloud Web Page** tab, launch PureCloud and change the password for all connectors connecting to the server to use the **same password** that was entered into the Interaction Administrator **PureCloud Configuration** tab. **This is very important.** Leave the user name as **CIC Integration Admin**. If the connector is using a different CIC user other than the **CIC Integration Admin** for the connection, then no change is required.

Change Log

The following changes have been made to *PureCloud for CIC Administrator's Guide* since initial release.

| Date | Changes |
|-------------------|---|
| 03-March-2016 | Initial Release |
| 27-May-2016 | <ul style="list-style-type: none"> Updated "Communication and dataflow diagram" description for clarity. Updated "User information" to note that status syncing is supported in CIC 2016 R4 or later. |
| 07-July-2016 | <ul style="list-style-type: none"> The PureCloud Directory view is now available in Interaction Desktop as well as Interaction Connect. Both CIC clients have a Collaborate button that opens PureCloud Collaborate in a separate tab or browser and logs the user onto 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 | <ul style="list-style-type: none"> Applied Genesys terminology, look and feel. Updated the cover page, copyright and trademarks. |
| 17-November-2017 | <p>In CIC requirements section, added:</p> <div> <p>Note:</p> <p>The currently available PureCloud for CIC features are supported for both On-Premise and PureConnect Cloud. The Co-browse and CIC web-based phone features require a PureCloud Edge server on the customer's premise.</p> </div> |
| 20-November-2017 | <p>In "Bridge Setup Utility" section, added to Note:</p> <div> <p>Note:</p> <p>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.</p> </div> |
| 16-March-2018 | <p>Corrected Note in CIC requirements section.</p> <div> <p>Note:</p> <p>The currently available PureCloud for CIC features are supported for both On-Premise and PureConnect Cloud. The CIC web-based phone feature requires a PureCloud Edge server on the customer's premises.</p> </div> |