PureConnect®

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See Change Log for summary of changes.

Genesys Cloud for PureConnect

Administrator's Guide

Abstract

Genesys Cloud for PureConnect Integration enriches your CIC users' experience by using the power and data of PureConnect and Genesys Cloud collaborative features. Genesys Cloud connects by means of a standard SCIM-based API. This API offers efficient user synchronization between both premise and cloud versions of PureConnect to Genesys Cloud. This integration makes Genesys Cloud Workforce Engagement Management features available to PureConnect supervisors and agents. It also enables PureConnect to consume services such as WebRTC, co-browse, and Salesforce Object Routing from Genesys Cloud.

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

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About Genesys Cloud for PureConnect

Genesys Cloud for PureConnect integration enriches your CIC users' experience by using the power and data of PureConnect and Genesys Cloud collaborative features. Genesys Cloud connects by means of a standard SCIM-based API. This API offers efficient user synchronization between both premise and cloud versions of PureConnect to Genesys Cloud. This integration enables PureConnect to consume services such as WebRTC, co-browse, and Salesforce Object Routing from Genesys Cloud.

Genesys Cloud for PureConnect integration synchronizes workforce-related data from the PureConnect system to Genesys Cloud. PureConnect user information is automatically and continuously synced to a paired Genesys Cloud Organization. You can also sync workgroups, wrap-up codes, and skills to your Genesys Cloud organization. This connection enables PureConnect users to take advantage of the advanced Workforce Engagement Management services available in Genesys Cloud. It keeps PureConnect users current with Genesys Cloud innovations.

Genesys Cloud Workforce Engagement Management is closely integrated with PureConnect. This integration includes interaction replication, agent presence synchronization, historical data export, Genesys Cloud access, and inbox notifications. For more information, see Genesys Cloud Workforce Engagement Management.

The Genesys Cloud Conduit for PureConnect is a separate feature of the Genesys Cloud for PureConnect Integration. It is a PureConnect subsystem that sends event data to Genesys Cloud. The initial type of conversation event data is interaction data relating to customer journey. Cloud AI services such as Genesys Predictive Engagement can then consume this conversation event data. The Genesys Cloud Conduit for PureConnect requires a Genesys Cloud organization configured in Interaction Administrator. A configuration option in Interaction Administrator activates the Genesys Cloud Conduit for PureConnect.

PureConnect can act as an Identity Provider for Genesys Cloud. Using PureConnect as an IDP enables PureConnect users to employ their PureConnect user IDs and passwords to log on to Genesys Cloud from a browser. PureConnect users do not then need separate Genesys Cloud user IDs and passwords.

Bridge Server Replacement

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

- Upgrading to CIC 2019 R4 from previous versions installs Genesys Cloud Bridge.
- Installing Genesys Cloud Bridge removes Pure Bridge from the CIC server.
- The integration installs Genesys Cloud Bridge only on the CIC server. 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 remove 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 have **Genesys Cloud** labels 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 Genesys Cloud is not necessary. Configure Genesys Cloud for PureConnect in a few simple steps in Interaction Administrator.

PureConnect client application features

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

Genesys Cloud Inbox Notifications

Supervisors or other managers can use Genesys Cloud Workforce Engagement to manage time off requests and shift trade requests in Genesys Cloud. Genesys Cloud alerts Interaction Connect agents to changes in the status of their time off and shift trade requests. A single click of the Inbox icon logs an agent into Genesys Cloud. This icon is a direct link to an agent's Genesys Cloud My Performance view. Agents can then manage their time off and shift trade requests.

> **Note**: This feature is available only in Interaction Connect.

Genesys Cloud

All Interaction Connect and Interaction Desktop users can access the full-featured Genesys Cloud in a browser tab and chat with Genesys Cloud users or share files. Users can also complete their Genesys Cloud profiles. These users start Genesys Cloud by clicking a **Collaborate** button in the PureConnect client. For more information, see *Genesys Cloud for PureConnect features* in the Interaction Connect help or the Interaction Desktop help.

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 agent 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. For more information, see Co-browse Requirements in the Interaction Connect help.

CIC Web-based phone

Interaction Connect users can 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 user. It also eliminates the need to install a SIP Soft Phone application on PCs. For more information, see Web-based Phone Requirements and Web-Based Phone in the Interaction Connect help.

Genesys Predictive Engagement

Genesys Predictive Engagement integrates with Interaction Connect. The integration supports both PureConnect Cloud and PureConnect on-premises customers. In the integration, a predictive engagement service hosted on the Genesys Cloud platform determines when to start a chat with a website visitor. Based on current agent availability, the service selects a workgroup to handle the interaction. Once Predictive Engagement offers a chat, the chat interaction is created and routed just like any other interaction. For more information, see Interaction Connect and Genesys Predictive Engagement in the Interaction Connect help and the PureConnect Integration with Genesys Predictive Engagement Technical Reference.

WhatsApp

Administrators can create a WhatsApp channel in Interaction Connect. CIC routes direct messages on the WhatsApp account to the workgroups associated with the phone number on the WhatsApp account. Agents respond to a direct message interaction in the Interaction Connect **Current Interaction** view. This view creates a similar experience to a chat interaction. The interaction continues until the agent disconnects the interaction. If someone replies or comments in the same direct messaging thread after the agent disconnects the original interaction, PureConnect creates a new interaction. Genesys Cloud processes the WhatsApp messages. Therefore, your company must have a Genesys Cloud organization with a Genesys Cloud 3 license and be able to authenticate with Genesys Cloud.

For more information, see the Interaction Connect help and the Social Media Technical Reference.

Genesys Cloud for PureConnect requirements

The Genesys Cloud for PureConnect integration is a requirement for **all** Genesys Cloud for PureConnect features and the Genesys Cloud Conduit for PureConnect. The integration itself is free to PureConnect customers.

Extra requirements, licensing, fees, and configuration settings apply to advanced features, Single Sign-On Genesys Cloud, and Workforce Engagement. For more information, see:
- [Advanced feature requirements, configuration, and setup](#)
- [Enable PureConnect as a Genesys Cloud Single Sign-On provider](#)
- [Workforce Engagement requirements](#)

CIC requirements

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.
- Genesys Cloud Workforce Engagement Management features require CIC 2021 R1 or later.

   Note: Workforce Engagement features are available in 2021 R1 only in a pilot program for selected customers. To learn more about this piloting program, contact your Genesys account manager.

- Genesys Cloud Inbox Notifications require CIC 2020 R4 or later.
- Sync Advanced Platform Objects (workgroups, wrap-up codes, and skills) requires CIC 2020 R2 or later.
- Enabling PureConnect as a Genesys Cloud SSO (single sign-on) provider requires CIC 2020 R2 or later.
- The web-based phone feature requires a Genesys Cloud Edge server on the customer's premises.

   Note: The currently available Genesys Cloud for PureConnect features are supported both for on-premises and PureConnect Cloud.

Genesys Cloud organization

Your CIC server can integrate with only one Genesys Cloud organization. Your Genesys Cloud organization is created for you. You receive a welcome email to activate your admin account in Genesys Cloud.

   Note: You can configure the Genesys Cloud organization used for Workforce Engagement Management only on a **single** switchover pair. Configuring this organization on multiple servers is **not** supported.

The Genesys Cloud 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 Genesys Cloud Admin role, which includes default admin permissions, single sign-on, and any integration-specific permissions.

Make a note of these items in your Genesys Cloud 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 Genesys Cloud and navigate to **Admin>Account Settings>Organization Settings.** Both the organization long name and short name appear there.

PureCloudAdmin user

Before you configure Genesys Cloud for PureConnect, create the **PureCloudAdmin** user in Interaction Administrator. The Genesys Cloud organization administrator's name can be the same or different.

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

> **Important!** The CIC system employs the PureCloudAdmin user for the connection to Genesys Cloud 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.
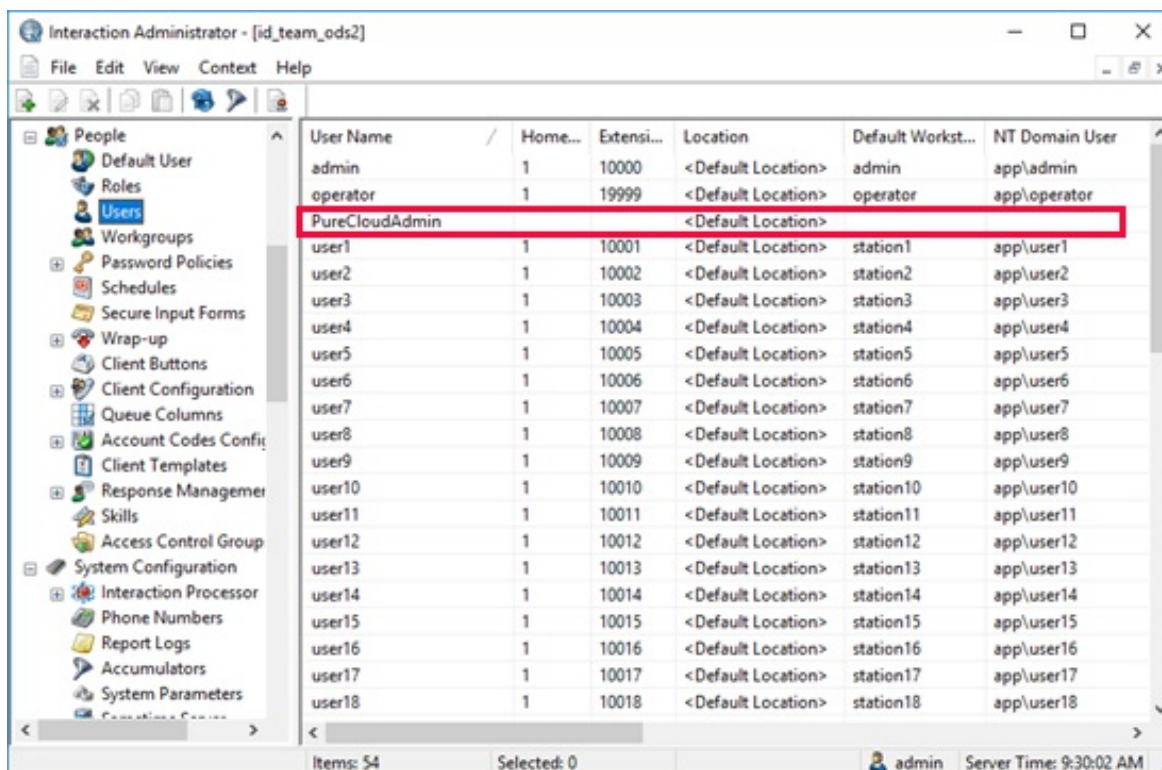
PureConnect Users

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 Genesys Cloud organization.

We recommend you supply a display name.

- Personal Info tab>General tab>Display Name

> **Note**: If you do not supply a display name, it defaults to the user name. A display name makes the user easier to identify in Genesys Cloud. If you later add a display name, the integration updates the Genesys Cloud information.

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

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

If agents and administrators use Genesys Cloud for PureConnect integration, they do not need a Genesys Cloud password.

However, if a user chooses to log on manually to Genesys Cloud without using the integration, the user must create a Genesys Cloud password. CIC user passwords are separate from Genesys Cloud user passwords. These user passwords can be different. If

a user chooses a different password in Genesys Cloud, it does not affect their ability to log on to any CIC client.

> **Note**: CIC does not recognize Genesys Cloud roles. Genesys Cloud 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 Genesys Cloud.

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

Switchover

> **Note**: The Genesys Cloud Workforce Engagement for PureConnect functionality is being released in multiple phases as part of the pilot program. The pilot program functionality in 2021 R1 now supports 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 unavailable when you configure this integration, it installs the bridge on the backup server the next time you start CIC.
- 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.

Types of information synced to Genesys Cloud

By default, Genesys Cloud for PureConnect syncs user information to Genesys Cloud. You can choose to sync more data by selecting the Sync Advanced Platform Objects option. This advanced data includes agent presence, workgroups, wrap-up codes, and skills to your Genesys Cloud organization.

> **Tip**: To check the health of the integration and the synchronization status of selected records, see these topics: How do I check Genesys Cloud Integration status and activity and How do I check synchronization status for selected records.

Users

We recommend 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. Genesys Cloud for PureConnect syncs the following CIC user information to the Genesys Cloud organization:

- Agent Presence (Includes agent status, out of office, and routing status)
- Display name (Defaults to user name if not supplied)
  PureConnect **User Configuration**>**Personal Info** tab>**General** tab> **Display Name**

- Email address (required)
  PureConnect **User Configuration**>**Personal Info** tab>**Internet** tab>**Business Email**

- Business phone and Business 2 phone (Work Phone and Work Phone 2 in Genesys Cloud
- Mobile phone (Cell Phone in Genesys Cloud)
- Home phone
- Fax number (Other Phone in Genesys Cloud)

Advanced Platform Objects

Advanced Platform Objects include workgroups, wrap-up codes, and skills. Synchronization is **one way only**. Additions, changes, and deletions made in PureConnect sync to the corresponding Genesys Cloud objects. However, additions, changes and deletions made to Genesys Cloud queues, skills, and wrap-up codes do not sync to PureConnect.

Workgroups

- PureConnect workgroups sync to Genesys Cloud queues.
- Adding or deleting a PureConnect workgroup, adds or deletes the matching Genesys Cloud queue.
- Users belonging to PureConnect workgroups are assigned to the appropriate Genesys Cloud queues.
- Adding or deleting users from PureConnect workgroups updates the matching Genesys Cloud users' list of queues.

Skills

- PureConnect **skills** sync to Genesys Cloud ACD skills.
- Skills assigned directly to users or inherited from workgroup membership sync to the corresponding Genesys Cloud users.
  Example: A user has the "Marketing" skill and is also a member of a workgroup with a "Development" skill. The resulting Genesys Cloud user has both a "Marketing" and "Development" skill.

- The ACD Skills tab in the Genesys Cloud user's menu bar displays the skill assigned to the user in Interaction Administrator.
- The PureConnect skill proficiency (from 1 to 100) maps to the Genesys Cloud rating (from 1 to 5 stars).
- The PureConnect **Treat as Language** check box controls whether a skill's **ACD Skills Category** is **Skills** or **Languages** in Genesys Cloud.
- After synchronization, selecting or clearing a skill's **Treat as Language** check box, also changes the skill's Category in Genesys Cloud.
- Adding or removing a skill from a PureConnect user, adds or removes that skill from the matching Genesys Cloud user.
- Deleting a PureConnect skill, deletes the matching Genesys Cloud skill.

Wrap-up Codes

- PureConnect wrap-up codes sync to Genesys Cloud wrap-up codes.

- Only PureConnect wrap-up code **names** sync to Genesys Cloud. Genesys Cloud wrap-up codes do not have code labels, categories, or other PureConnect wrap-up code attributes.
- Wrap-up codes associated with PureConnect workgroups sync to the matching Genesys Cloud queue.
- Adding or deleting a PureConnect wrap-up code, adds or deletes the matching wrap-up code in Genesys Cloud.

Communication and data flow diagram
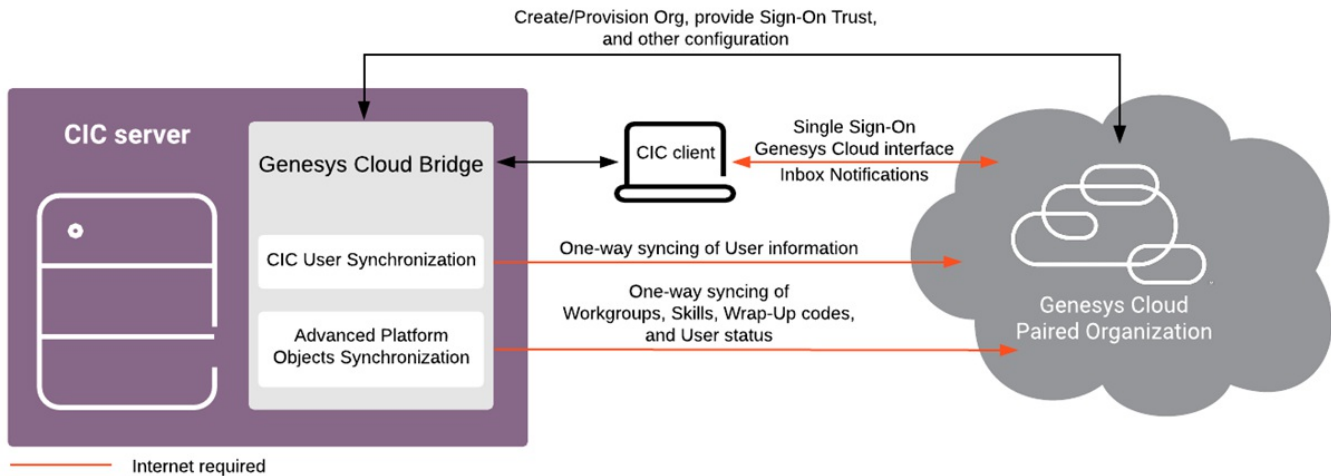
CIC provides communication services to enable the Genesys Cloud for PureConnect integration.

- Genesys Cloud Bridge securely communicates with Genesys Cloud. The paired Genesys Cloud 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 Genesys Cloud 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 Genesys Cloud organization using a standard SCIM-based API.
- Optionally, Genesys Cloud Bridge can synchronize workgroup, skills, and wrap-up codes with the paired Genesys Cloud organization.

> **Note**: Synchronization of these Advanced Platform Objects is one way only. Additions, changes, and deletions made in PureConnect sync to the corresponding Genesys Cloud objects. However, additions, changes and deletions made to Genesys Cloud queues, skills, and wrap-up codes do not sync to PureConnect.

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

Genesys Cloud for PureConnect configuration

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

For more information, see the following:
- Configure Your Genesys Cloud Organization
- Configure Genesys Cloud for PureConnect
- Configure Genesys Cloud Synchronization Options
- Configure Genesys Cloud Skill synchronization
- Configure Genesys Cloud Browser Client Applications
- Configure Genesys Cloud Dial Groups
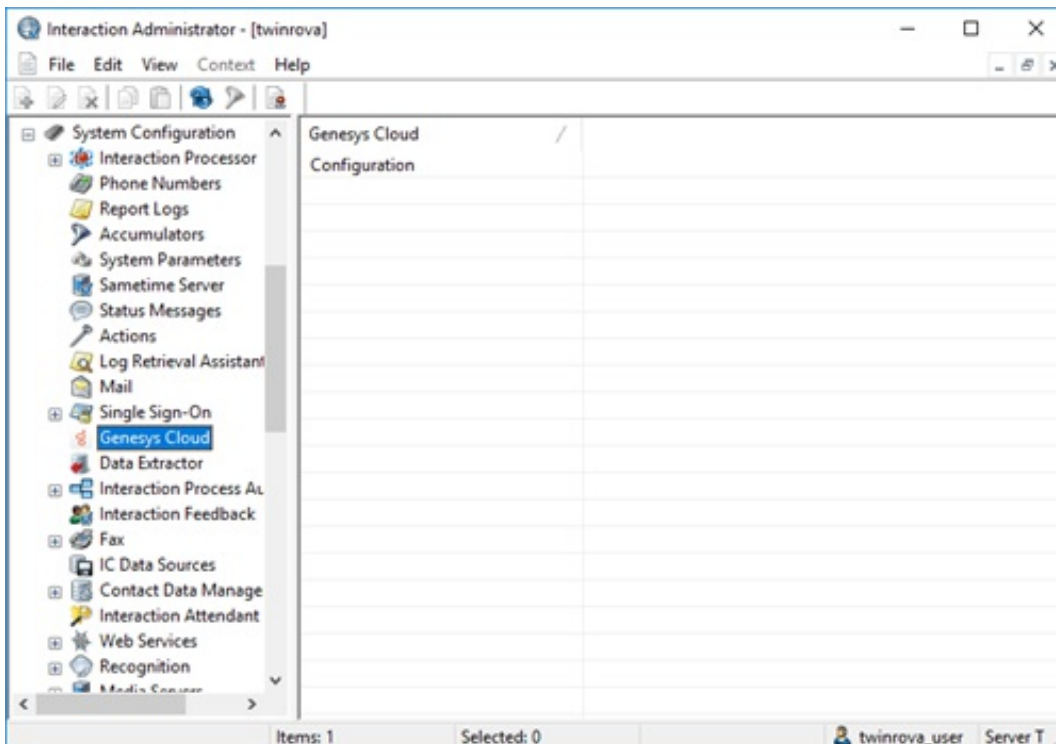- Configure Genesys Cloud for SMS Provisioning

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.

To configure Genesys Cloud for PureConnect
1. Review 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.
   A message prompts to confirm that you understand that CIC user information will be synced to a paired Genesys Cloud 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.

5. Enter the Genesys Cloud organization administrator email address, password, and Genesys Cloud organization short name. Select a region.
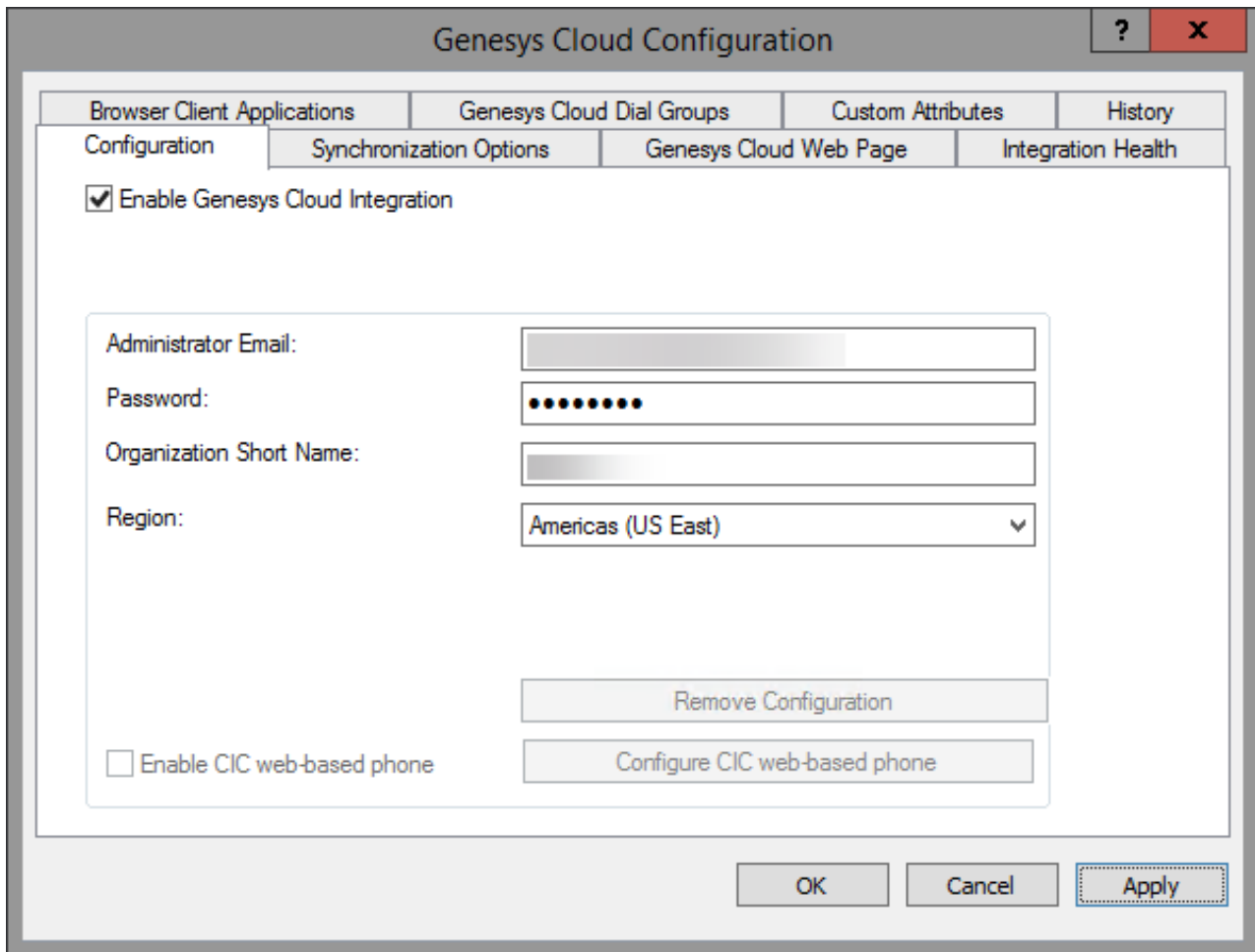
a. In the **Administrator Email** box, type the email address for the Genesys Cloud organization administrator.

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

b. In the **Password** box, type the Genesys Cloud organization administrator's password.

c. In the **Organization Short Name** box, type the short name for the existing Genesys Cloud organization.

> **Note**: User information syncs to this organization. If you are unsure of the organization short name, log in to Genesys Cloud and navigate to **Admin>Account Settings>Organization Settings**.

d. In the **Region** list, select the closest region to your organization's location.

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

6. In the Genesys Cloud Configuration tab, click **Apply**.

7. A message prompts you to confirm that you want to proceed to provision the organization. Click **Yes** to populate the Genesys Cloud organization with your CIC users.

8. A message confirms that the Genesys Cloud integration was successfully configured. Click **OK**.

9. A message confirms the successful connection to Genesys Cloud.

> **Note**: If the Genesys Cloud Connection fails, try to log on to your Genesys Cloud organization manually using 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 Genesys Cloud SSO trust. If that is the case, you can reprovision the integration by disabling and then re-enabling the integration. For more information, see How do I reprovision the Genesys Cloud for PureConnect Integration.

Configure Genesys Cloud Synchronization Options

This page lets you select the kinds of information synced to your Genesys Cloud organization. For more information, see also Types of information synced to Genesys Cloud.

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, select the **Synchronization Options** tab.

> **Note**: **Sync User Objects** is selected by default when you enable Genesys Cloud Integration.
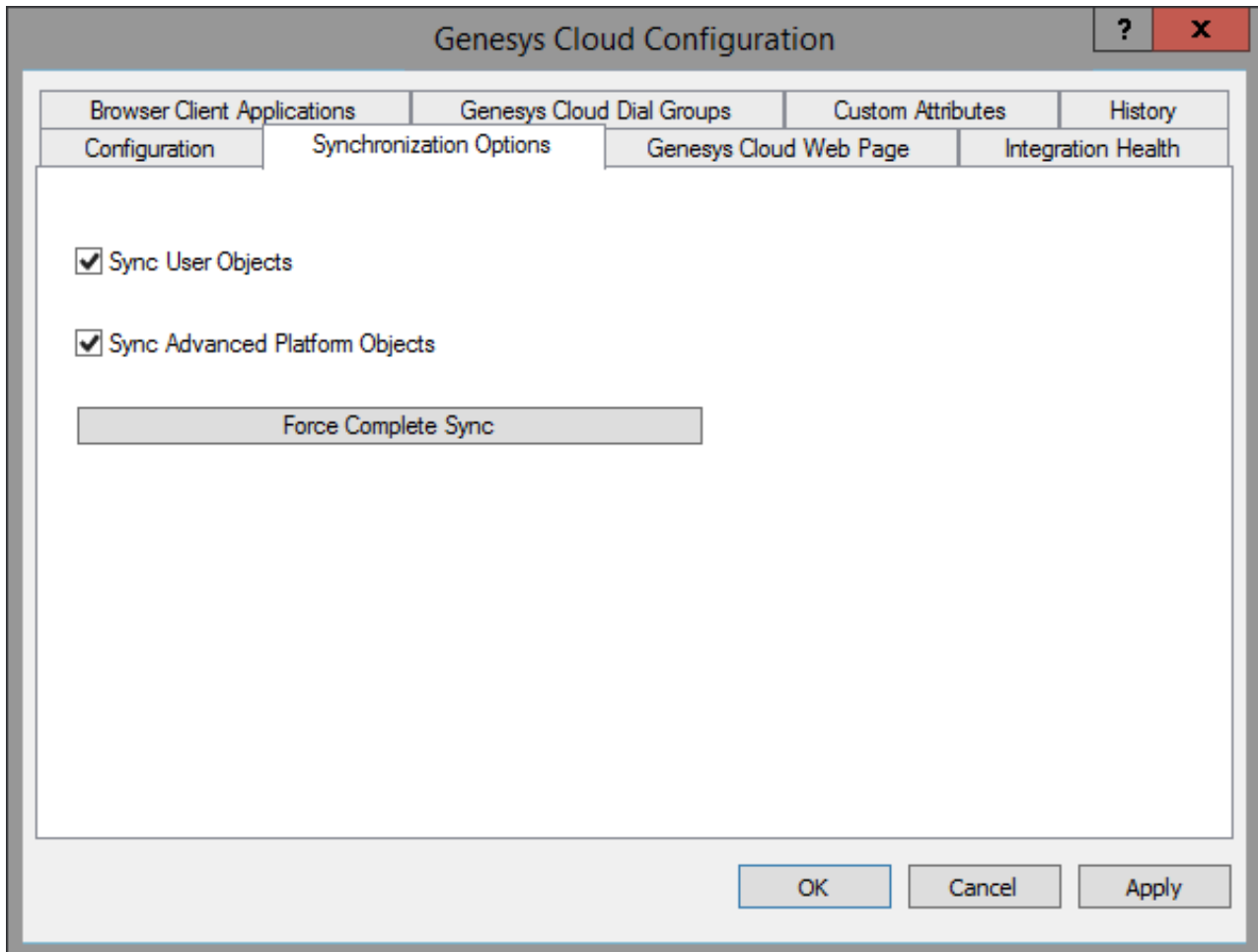
4. Optionally, select **Sync Advanced Platform Objects**.

   This option syncs workgroups, wrap-up codes, and skills to your Genesys Cloud organization. Synchronization is **one way only**. Additions, changes, and deletions made in PureConnect sync to the corresponding Genesys Cloud objects. However, additions, changes and deletions made to Genesys Cloud queues, skills, and wrap-up codes **do not sync** to PureConnect.

   This option also enables agent presence syncing. This synchronization is also one way. PureConnect agent status syncs to your Genesys Cloud organization. For more information, see Agent Presence.

5. Click **Apply**.
6. Optionally, click **Force Complete Sync**.

   This action starts a full synchronization of the selected objects. The synchronization occurs regardless of whether it is already up to date.

   Warning: If **Enforce Scopes** is **ON**, authentication to Genesys Cloud fails on the CIC system and API Health errors occur.

Configure Genesys Cloud Skill synchronization

If you enable the Genesys Cloud for PureConnect Integration and select the **Sync Advanced Platform Objects** option, this page displays the synchronization status for a skill. You also decide whether this skill is classified as a language in Genesys Cloud.

> **Note**: Skills assigned directly to users or inherited from workgroup membership sync to the corresponding Genesys Cloud users. Other ways to check integration and synchronization status are listed here: How do I check Genesys Cloud Integration status and activity?

To configure Genesys Cloud skill synchronization:

1. In Interaction Administrator, open **People** > **Skills**.
2. In the **Skills** window, select a skill.
3. In the details view of the **Skills** window, click the **Genesys Cloud** tab.
4. Optionally, view synchronization status.

Status

Synced status indicates the selected skill successfully synced to your Genesys Cloud organization. **Error** indicates that the synchronization failed. **Not synced** means that synchronization was not attempted.

Last Synchronized

This is the date and time of the last successful synchronization.

5. Do one of the following:
   - To set **Languages** as the Genesys Cloud ACD Skills Category, select **Treat as a Language**.
   - To set **Skills** as the Genesys Cloud ACD Skills Category, clear **Treat as a Language**.
6. Click **Save**.
7. Repeat for each skill.

Configure Genesys Cloud Browser Client Applications

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

Required: The WebRTC and Co-browse integrations in Interaction Connect require URI configuration. The Genesys Cloud Inbox Notification feature also requires the Interaction Connect URI.

The PureConnect for Salesforce's WebRTC integration does not require URI configuration. PureConnect for Salesforce itself is hosted from Genesys Cloud 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 Genesys Cloud Configuration dialog box, select the **Browser Client Applications** tab.
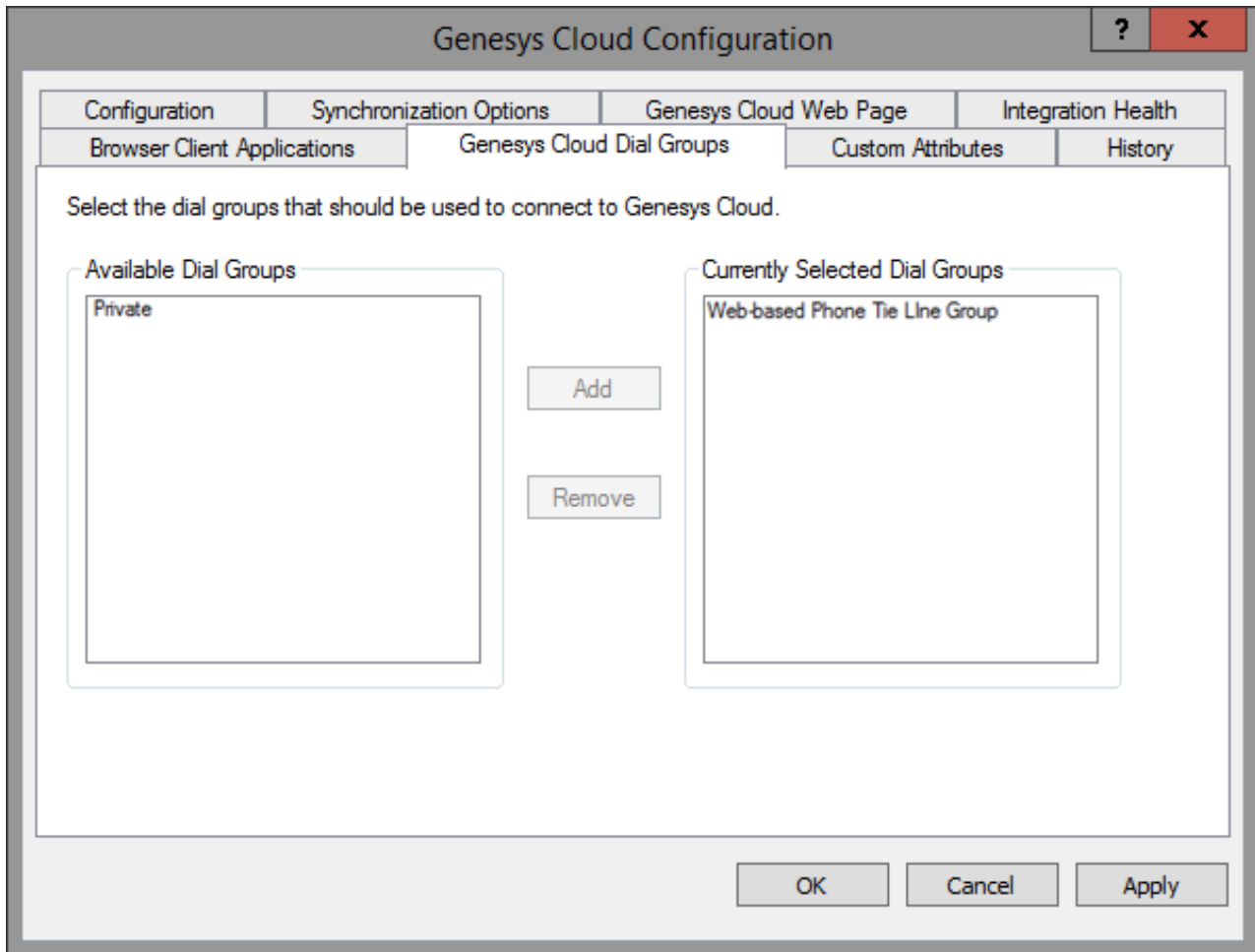

4. Do one of the following:
   - To add a URI, type it in the text box and click **Add**.
   - To remove a URI, select it in the list and click **Remove**.
5. Click **Apply**.

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 Genesys Cloud 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 communicating with Genesys Cloud Edges, 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 Genesys Cloud Edges for the Web-based phone integration.

5. Click **Apply**.

Configure Genesys Cloud for SMS Provisioning

To configure Genesys Cloud for SMS Provisioning
1. Review 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 dialog, select the **SMS Configuration** tab.
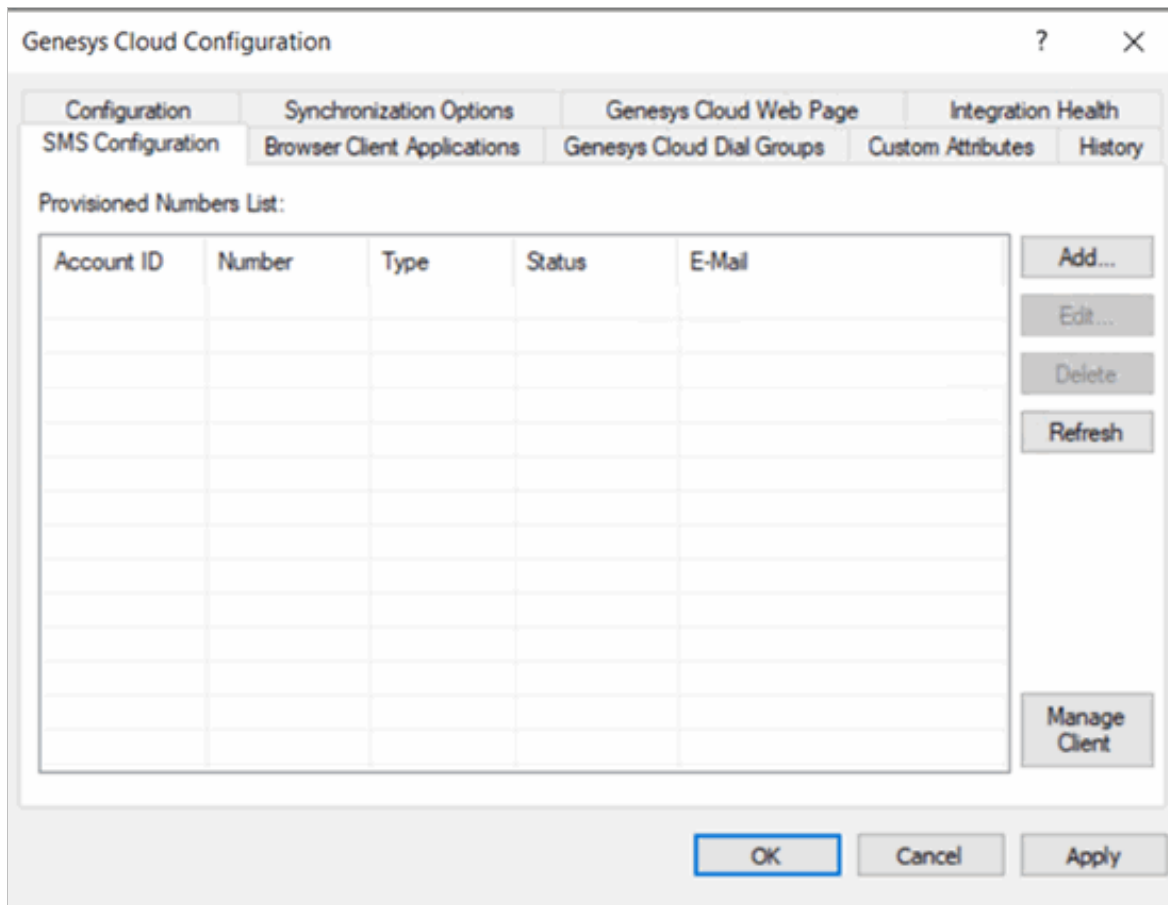
5. To deprovision a number, click **Delete**.

6. To refresh the provisioned number list, click **Refresh**.

To provision a number with Genesys Cloud

1. Click **Add**. The **Genesys Cloud SMS Provisioning** dialog box is displayed.

Number Type: Type of provisioned number (Longcode and Toll Free Number)

Max Results: Maximum count of available number from Genesys Cloud.

Number: SMS Provision number.

Exchange: Allowed number ranges (2-9) for the first digit and (0-9) for both the second and third digits. You might use it with area code, city, state, and postal code.

Area Code: Allowed number ranges (2-9) for the first digit and (0-9) for both the second and third digits. You might use it with exchange, city, state, and postal code.

City: The city or town. You might use it with area code, exchange, state, and postal code.

State: The state or province. You might use it with area code, exchange, city, and postal code.

Country: The country. You might use it with area code, exchange, state, and postal code.

Postal Code: The postal code. You might use it with area code, exchange, city, and state.

Vanity: It is 4 to 7 alpha-numeric vanity characters. You might use it with area code and ends with.

Ends With: Matches with vanity characters at the end of the number. You might use this with vanity.

Search: To search available numbers.

Available Numbers: List of available numbers are displayed

Comment: Associated comment

Email Address: Email address associated with SMS Provision number.

Webhook Username: Basic auth username for MO and DR webhooks.

Webhook Password: Basic auth password for MO and DR webhooks.

Confirm Password: Confirms the password by re-entering the basic auth password for MO and DR webhooks.

MO URL: URL for Mobile Originated (MO) webhook posts. You must secure (https).

DR URL: URL for Delivery Receipt (DR) webhook posts. You must secure (https).

Complete the information and then click **Provision** to provision the selected available number with details entered.

To cancel the operation, click **Cancel** or click **OK** to accept.

To update the status in the provisioned number list, click **Refresh**.

To edit a provisioned number with Genesys Cloud

1. Click **Edit**. The **Genesys Cloud SMS Update Provisioning** dialog box is displayed.

2. Complete the required updates and then click **Update**.

Manage Client Configuration

You can manage the client configuration details for the SMS provisions.

Click **Manage Client**. The **Manage Client Configuration** dialog box is displayed.

Service Name: Name of the OAuth client.

Client ID: Globally unique identifier for the client.

Client Secret: System created secret assigned to the client. Secrets are required for code authorization and client credential grants.

Duration (Seconds): Number of seconds between 10 minutes and 48 hours, until tokens created with the client expire. If this field is omitted, a default of 24 hours will be applied.

Status: Shows the situation of the client details.

Description: Provides any notable information.

If no client exists then to create client with default settings, click **Create**.

To apply any new modifications made, click **Apply**.

To delete the client details, click **Delete**.

Configure your Genesys Cloud Organization

Configure your organization

You can access your Genesys Cloud administrative interface directly from Interaction Administrator. See Start Genesys Cloud from Interaction Administrator.

With your Genesys Cloud organization successfully provisioned and CIC user information synced within the organization, familiarize yourself with Genesys Cloud Admin features and configure your organization.
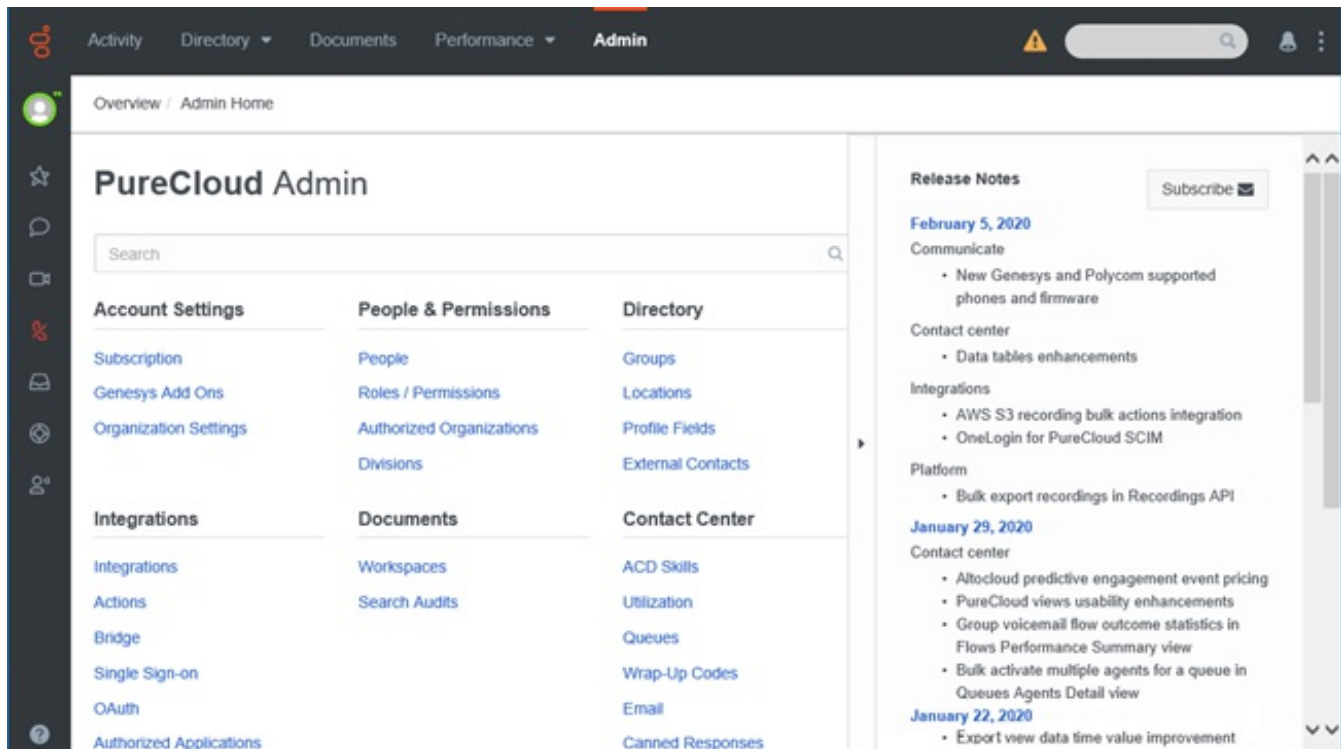
In the **Admin** menu:

- **Overview** – Proceed through administration setup tasks step by step.

  Further configure your organization by adding to the Genesys Cloud Admin profile, setting up groups, and more.

- **Account Settings** – Configure organization-wide account settings.

- **Organization Settings** - Disable **Enforce Scopes**.

  For Genesys Cloud Workforce Management, you must disable the Enforce Scopes option on the Genesys Cloud organization. This is the organization configured for Workforce Engagement within Interaction Administrator to establish the authenticated connection between the CIC server and Genesys Cloud.

  Click on the **Settings** tab. Scroll down to the bottom of the Settings page and verify **Enforce Scopes** is toggled **OFF**. Click **Save** to save the changes made to the organization.
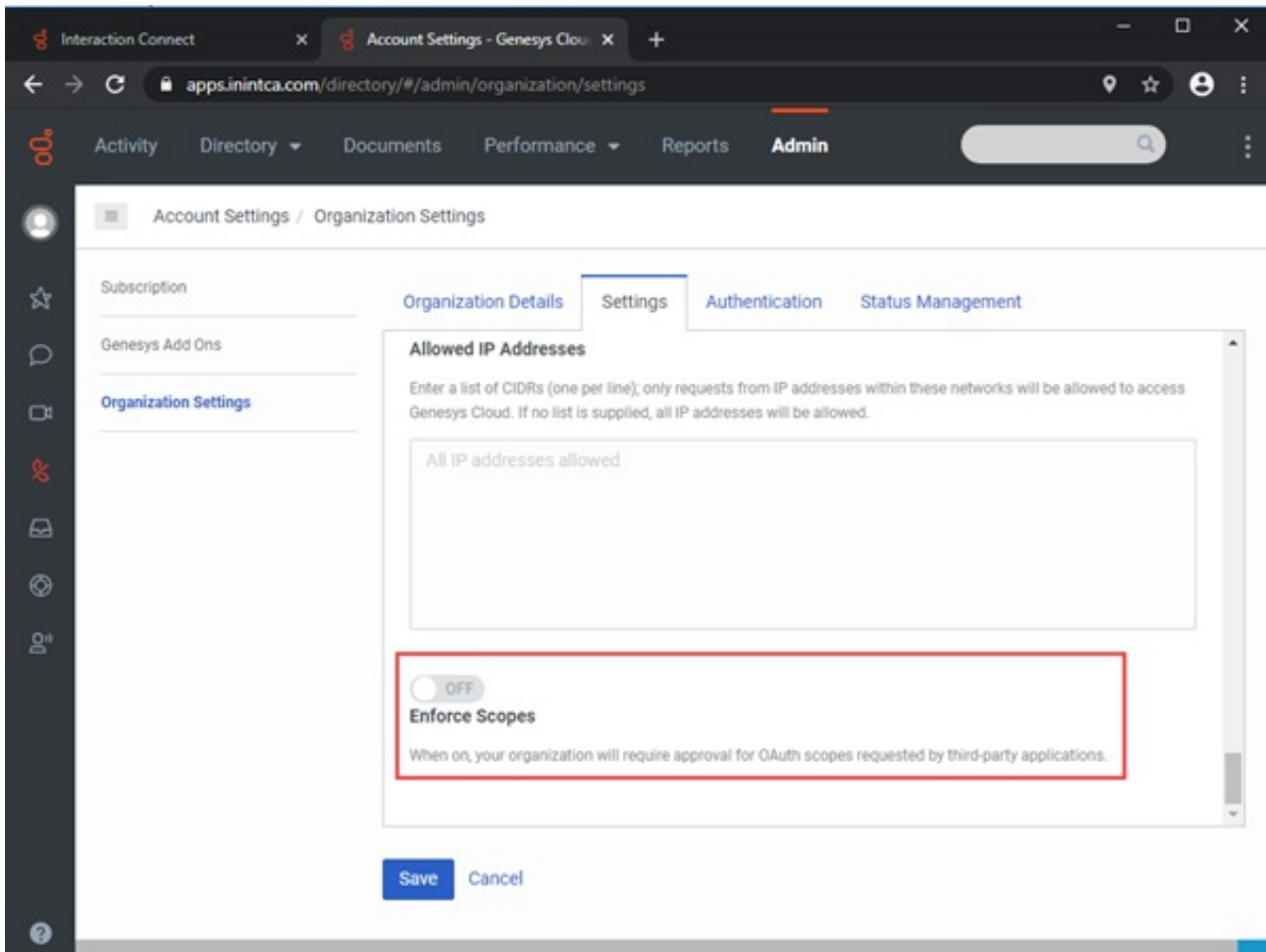
- You can see API Health errors in the Interaction Administrator Genesys Cloud Configuration dialog box, on the Integration Health view.
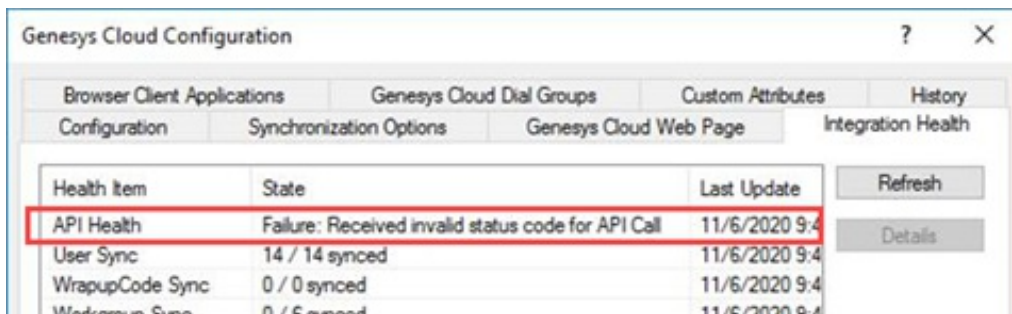
- You are also alerted to the failure of the Genesys Cloud Connection in the Interaction Connect Workforce Engagement view.
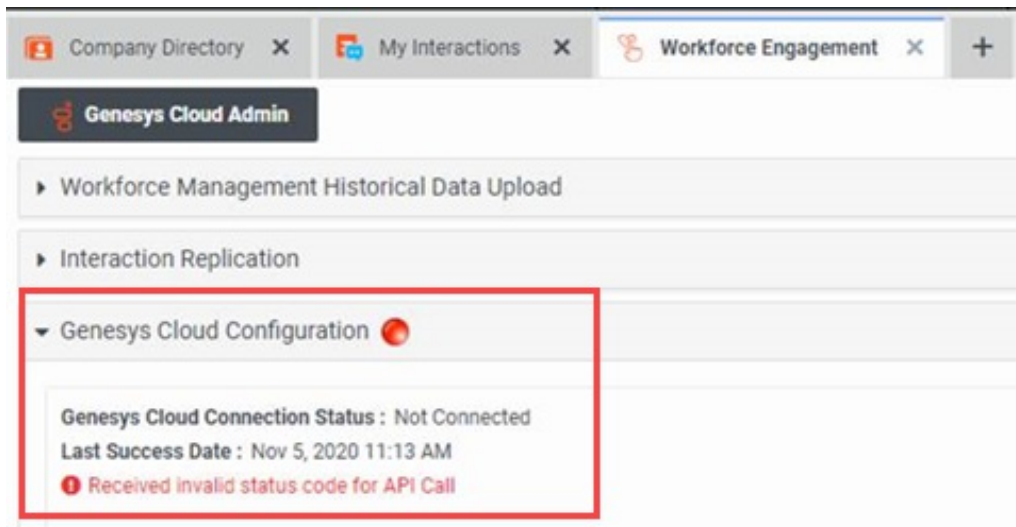
- **People and Permissions** – Manage people in your organization and their permissions for various Genesys Cloud functions.

  > **Tip**: Select **People** from the **People & Permissions** menu.

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

  If you integrate PureConnect with a Genesys Cloud organization that already contains Genesys Cloud users, synchronization adds the PureConnect users to the Genesys Cloud Directory. The PureConnect users co-exist with the existing Genesys Cloud-only users.
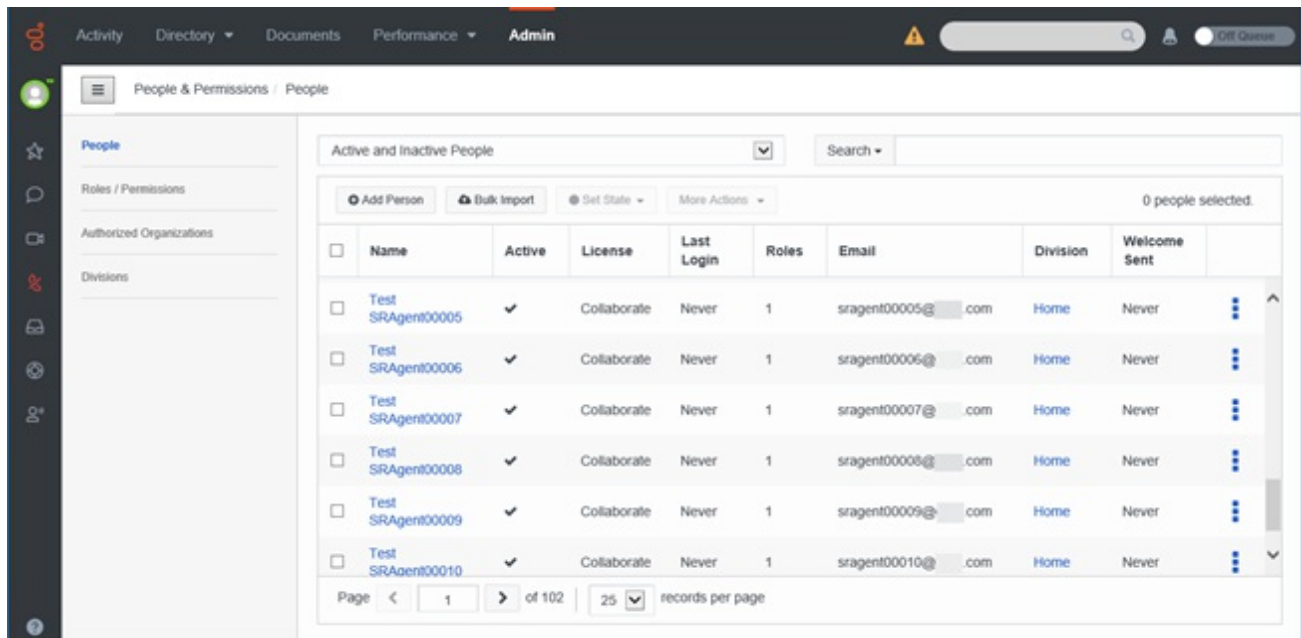
- **Directory** – Set up groups, locations, skills, and profile layouts and labels.
- **Integrations** - Review Genesys Cloud settings and check for updates.
- **Documents** – Administer storing, organizing, and sharing all types of files securely with Genesys Cloud's enterprise-level content repository.

For more information

Access the Genesys Cloud Resource Center at https://help.mypurecloud.com/ or click the question mark in the lower left corner. The Resource Center contains context-sensitive help, articles, videos, FAQ's, Genesys Cloud Release Notes, and more.
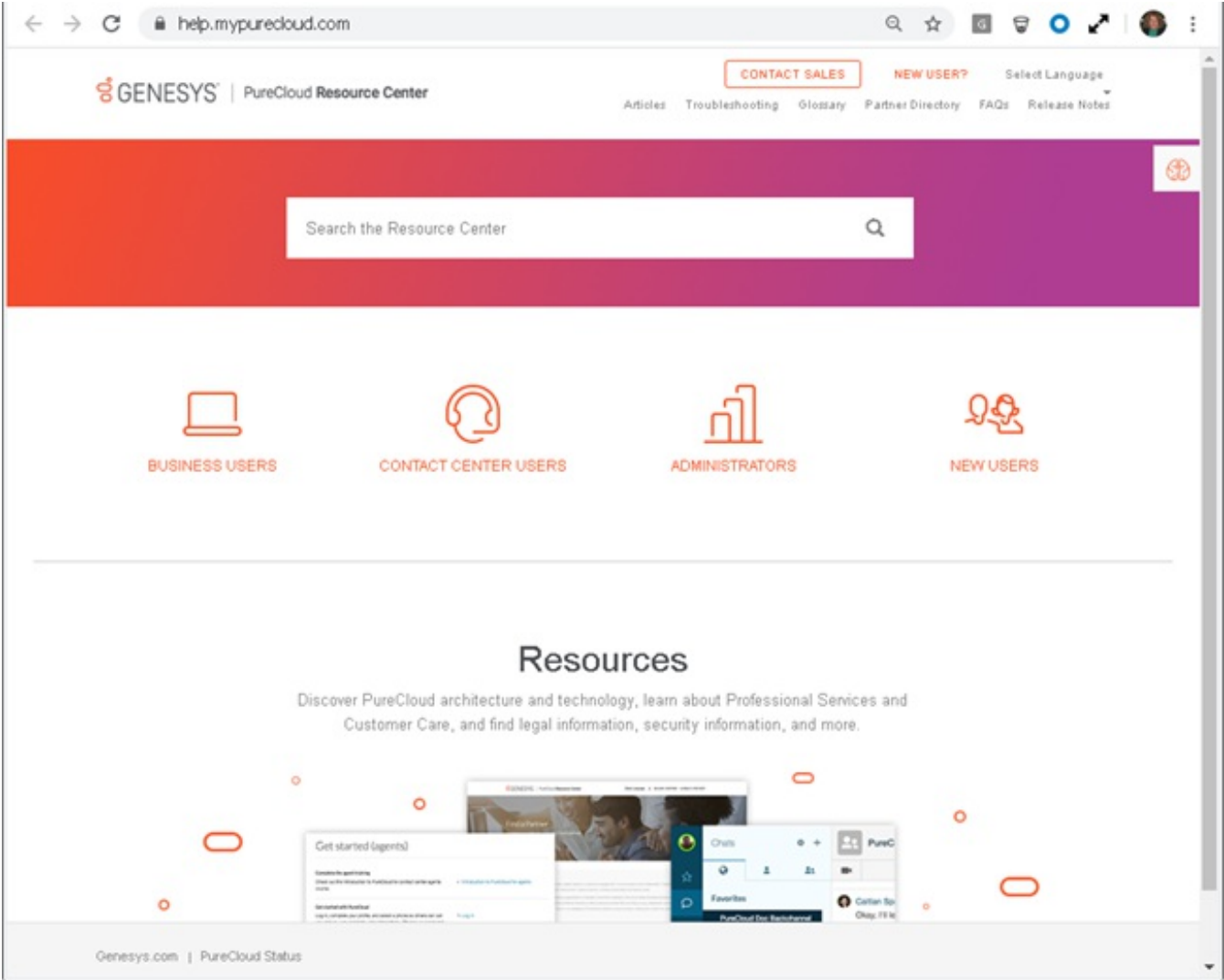
Genesys Cloud Workforce Engagement Management

New Workforce Engagement features are available in a 2021 R1 pilot program for selected customers. These new features expand the integration of PureConnect with Genesys Cloud. Both premise and cloud PureConnect users can take advantage of these enhancements. Workforce Engagement features are available only in Interaction Connect, not in Interaction Desktop.

> **Note**: To learn more about this piloting program, contact your Genesys account manager.

The primary focus of these enhancements is enabling a Workforce Management voice and digital solution for interactions between PureConnect and Genesys Cloud.

- **Interaction replication**: Voice (calls and callbacks) and digital (chats and emails) interaction data replicates from PureConnect to Genesys Cloud. Replicated interactions within the Genesys Cloud organization are then available for access and metrics from the Interaction and related Workforce Engagement views. Administrators must enable this replication in the new Interaction Connect Workforce Engagement view. For more information, see Interaction Replication.
- **Agent presence**: Agent presence events sync from PureConnect into Genesys Cloud. This stores presence, out of office and routing status data for users within Genesys Cloud. Syncing agent presence events from PureConnect to Genesys Cloud is a one-way sync. PureConnect is the primary source of this data.
- **Historical data upload**: You can export up to three years' worth of historical data from PureConnect and upload it into your Genesys Cloud organization. This historical data enables Genesys Cloud Workforce Management components to forecast and schedule your workforce. Administrators must configure the export in the new Interaction Connect Workforce Engagement view.
- **Genesys Cloud access**: PureConnect administrators, supervisors, and agents can access Workforce Management features directly in Genesys Cloud. The **Genesys Cloud Admin** button in the Interaction Connect Workforce Engagement view gives administrators single-click access to the Genesys Cloud Administration view.
- **Inbox Notifications**: Supervisors or other managers can manage time off requests and shift-trade requests in Genesys Cloud. Agents submit time off requests and shift trade off requests in Genesys Cloud. Agents are alerted in Interaction Connect to changes in the status of their time off and shift trade requests. A new Inbox icon in Interaction Connect gives agents single-click access to their Genesys Cloud performance view.

Documentation Resources

Use the following documentation resources for additional information.

See this documentation:	For:
Genesys Cloud Workforce Engagement Management for PureConnect Solution Guide	A high-level overview of the configuration, workflow, user responsibilities, architecture, and troubleshooting of Genesys Cloud Workforce Engagement Management for PureConnect.
Genesys Cloud Resource Center	Information for administrators, agents, and supervisors to use workforce management in Genesys Cloud.
Interaction Connect Help	Information about using the integration through Interaction Connect.

Workforce Engagement requirements

The Genesys Cloud for PureConnect integration is a requirement for **all** Genesys Cloud for PureConnect features. For more information, see Genesys Cloud for PureConnect requirements and Genesys Cloud for PureConnect configuration.

This section describes the additional requirements for Workforce Engagement features.

CIC

- Genesys Cloud Workforce Engagement Management features require CIC 2021 R1 or later.

> **Note**: Workforce Engagement features are available in 2021 R1 only in a pilot program for selected customers. To learn more about this piloting program, contact your Genesys account manager.

- Enable PureConnect as a Genesys Cloud Single Sign-On provider.

- Properly configure the PureConnect Web server and Interaction Connect. For more information, see the CIC Web Applications Installation and Configuration Guide.
- Properly configure a supported database (SQL/Oracle) on the CIC server. For more information, see CIC System Software Requirements in the *PureConnect Installation and Configuration Guide*.
- Allow up to an **additional 3 GB of free disk space** on the CIC server for the WFM Historical Upload working files. File size varies based on the date range and number of route groups that are processed for the Historical Data Upload to Genesys Cloud.

Genesys Cloud

- Your Genesys Cloud organization must be configured for the Workforce Engagement Resource Management product offering within Genesys Cloud.
- This organization must be provisioned with the appropriate WEM Resource Management product keys and required permissions.

    Note: The Workforce Engagement Resource Management product offering has specific Genesys Cloud permissions requirements and restrictions which may not be compatible with existing Genesys Cloud organization already provisioned for other products. Talk with your Genesys Account Manager about the organization provisioning process.

- You can configure the Genesys Cloud organization used for Workforce Engagement Management only on a **single** switchover pair. Configuring this organization on multiple servers is **not** supported. For more information, see Switchover.
- Within Genesys Cloud organization, modify the administrator user configured on the CIC server to include both the **Admin** and **Platform Integration** Standard roles in addition to the Base role of **employee**. The Genesys Cloud Workforce Engagement for PureConnect functionality requires these functions.
- Before performing an Historical Data Upload, you must Sync Advanced Platform Objects to your Genesys Cloud organization.
- All users synchronized to Genesys Cloud are assigned only the default role of **Employee**. Assign these additional roles in Genesys Cloud to the synchronized users:
    - Agents: **PureCloud User** role
    - Supervisors: **PureCloud User**, **Multi-platform Supervisor**, and **Planner Admin** roles.
- Before performing a Historical Data Upload, you must Sync Advanced Platform Objects to your Genesys Cloud organization.

PureConnect licenses

Workforce Engagement features require Genesys Workforce Engagement on PureConnect to be licensed on the IC server with the Genesys Cloud Workforce Engagement Resource Management Enablement feature license (**I3_FEATURE_CLOUD_WEM_WORKFORCE_PLANNING).**

Note: Existing PureConnect licensing configuration still applies and is required unless otherwise stated.

Workforce Engagement feature	Genesys Cloud Workforce Engagement Resource Management - Enablement
Agent Presence	Enables synchronization of presence, out of office and routing status data to your Genesys Cloud organization. Routing information is not synced if the IC server does not have the license.
Historical Data Upload	Enables a historical data upload to your Genesys Cloud organization.
Inbox Notifications	Enables PureConnect users to see changes to their Genesys Cloud time off and shift trade requests.
Interaction Replication	Enables interaction replication of voice (calls and callbacks) and digital (calls and callbacks) channels into your Genesys Cloud organization.

Genesys Cloud permissions

To see Genesys Cloud Inbox Notifications in Interaction Connect and view their inbox and dashboard in Genesys Cloud, agents need:

- Genesys Cloud scheduling rights or quality evaluation permissions
    For more information, see Workforce management permissions overview in the Genesys Cloud Resource Center.

- Genesys Cloud dashboard permissions

  For more information, see About workforce management for agents and its related topics in the Genesys Cloud Resource Center.

To perform a Historical Data Upload, you need:

- Genesys Cloud Workforce Management Historical Data Upload permission.

  For more information, see Workforce management permissions overview in the Genesys Cloud Resource Center.

Interaction Administrator configuration

To enable any of the Workforce engagement features, you must:

- Select the **Enable Genesys Cloud integration** option in Interaction Administrator. For more information, see Configure Genesys Cloud for PureConnect.
- Select both the **Sync User Objects** and **Sync Advanced Platform Objects** options in Interaction Administrator. For more information, see Configure Genesys Cloud Synchronization Options.

To use the Historical Data Upload and Interaction Replication features, the administrator must have the **Genesys Cloud Workforce Engagement Administrator** Security right. Displaying the Workforce Engagement view in Interaction Connect requires this right.

Server parameters for data uploads

You set these optional server parameters in Interaction Administrator.

AIForecastingHistoricalWeekCount	This is the desired historical week count. If you use the ICWS API instead of the Workforce Management Historical Data Upload available in Interaction Connect, sending the Start date is optional. This value is used if you do not specify the Start date. The Start date value is computed by subtracting the AIForecastingHistoricalWeekCount value from the specified end date. The default is 156 (3 years). Minimum value is 1; maximum value is 156. So if the Start date is not mentioned, by default it calculates the Start date as 156 weeks (3 years) ahead of the End date.
AIForecastingHistoryBatchSize	This is the desired batch size for pulling history data from the database. If batch size is specified as 5, then 5 weeks of data is pulled from the database at a time. The default value is 8. Minimum value is 1; maximum value is 156.
WorkgroupBatchSize	This is the desired workgroup batch size for processing at a time. The default value is 10. Minimum value is 5; maximum value is 50. If specified as 7, then the data for 7 workgroups data will be fetched from database and processed at a time.

Agent Presence

As part of Workforce Engagement, all user presence, out of office and routing status replicates to Genesys Cloud in real time. Agent presence syncing is **one-way only**. PureConnect agent status syncs to your Genesys Cloud organization. Genesys Cloud Workforce Management (WFM) services can then calculate agent adherence and provide other Workforce Engagement capabilities.

If Workforce Engagement is not enabled on your system, then only agent status values are synchronized to Genesys Cloud.

Note: Genesys Cloud Workforce Engagement for PureConnect is available as part of the Workforce Engagement Resource Management product offering on Genesys Cloud and requires the Genesys Cloud Workforce Engagement Resource Management – Enablement (I3_FEATURE_CLOUD_WEM_WORKFORCE_PLANNING) service feature license within your PureConnect system.

Requirements: See Genesys Cloud for PureConnect requirements and Workforce Engagement requirements. This synchronization uses the Genesys Cloud Bridge, first available in CIC 2019 R4. For more information, see Genesys Cloud Bridge considerations.

Agent Status

When Agents set their status in Interaction Connect or Interaction Desktop, the new status values will be synchronized to Genesys Cloud based on the **Status Message**, **Status Group** and selected (checked) **Status Options** defined for the system statuses using the following mapping.

> **Note:** For synchronized users, PureConnect is configured as the primary source of their user status in Genesys Cloud. Synchronized users cannot change their status in Genesys Cloud. This is a one-way mapping from PureConnect to Genesys Cloud. Status changes are allowed only in a user's PureConnect client application. For more information about agent status within Genesys Cloud, see https://help.mypurecloud.com/articles/presence-status-and-activity-indicators/.

Status Message Configuration in Interaction Administrator

Status message Configuration in Interaction Administrator controls a synchronized user's status in Genesys Cloud.
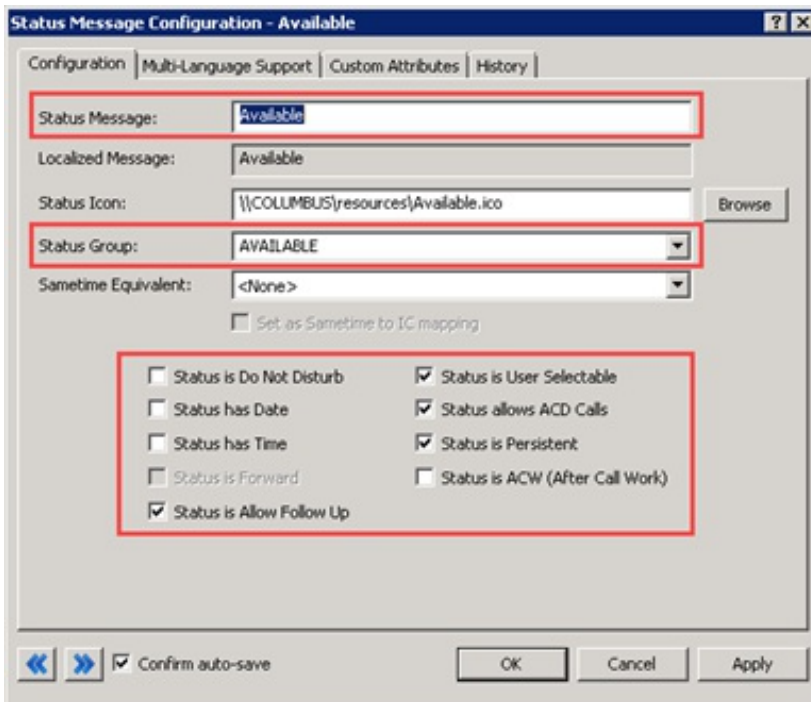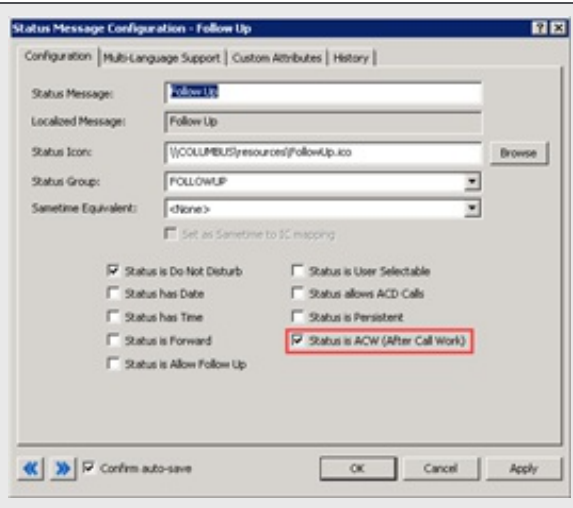

This table explains the mapping of PureConnect status to Genesys Cloud status.

> **Note**: We recommend that you do not edit the standard PureConnect status message configurations. Instead, you can add customized status messages as needed.

Interaction Administrator configuration	Genesys Cloud Status	Example

Status Message (any) Status Group (any) ü Status allows ACD Calls **or** ü Status is ACW (After Call Work)	On Queue	
Status Message is "At a Training session." **or** Status Group is TRAINING.	Training	
Status Message is "Away from Desk." **or** Status Group is BREAK.	Break	
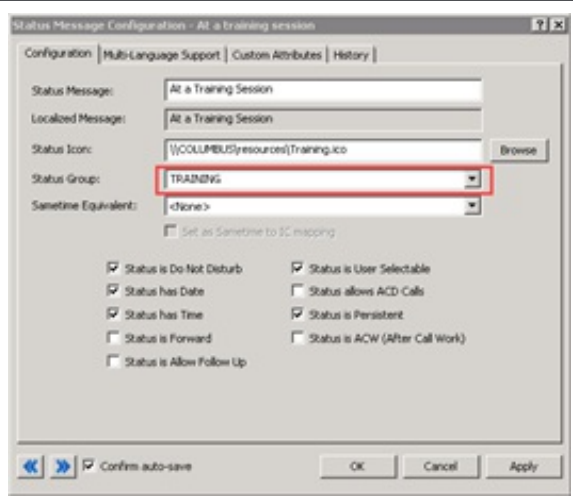
Status Message is "Do Not Disturb." Status Group is UNAVAILABLE.	Busy	
Status Message is "In a Meeting" or "Meeting."	Meeting	
Status Message is "At Lunch" or "Meal" or "Lunch."	Meal	

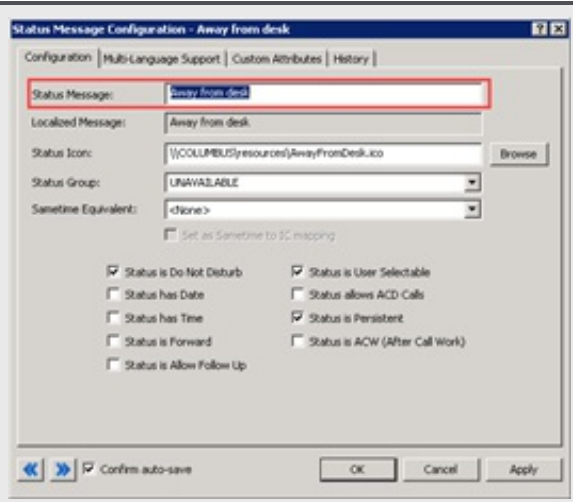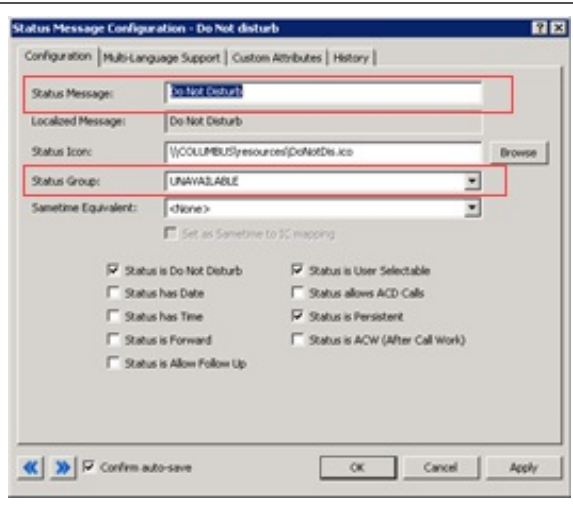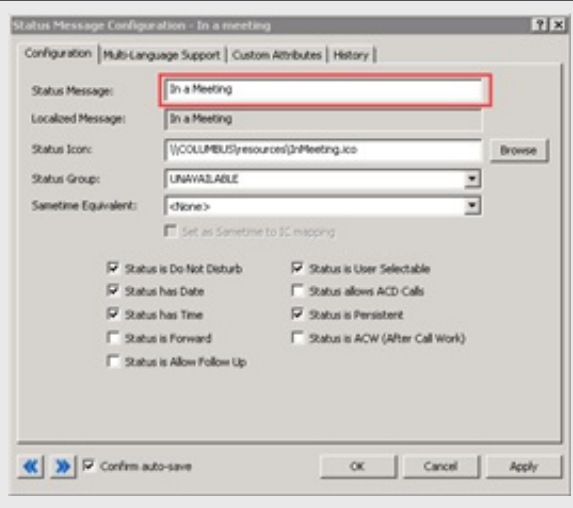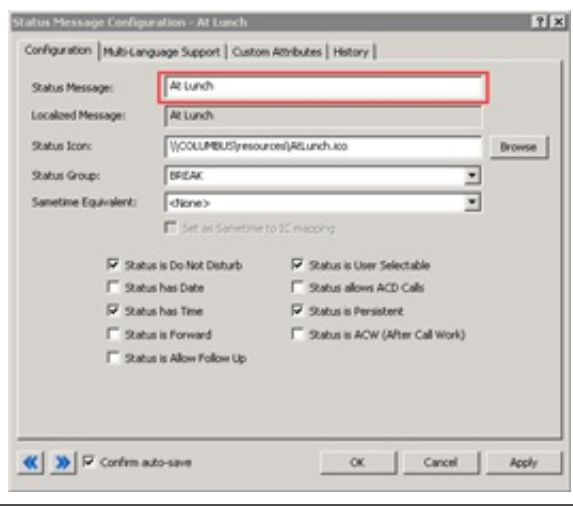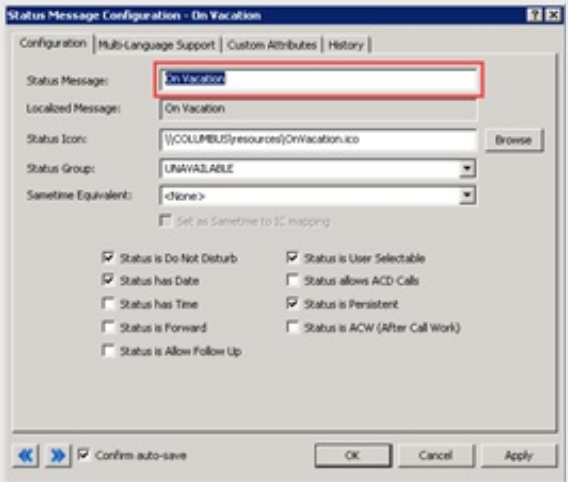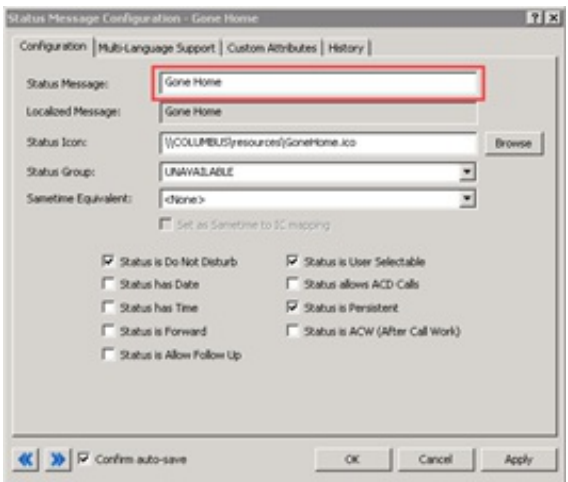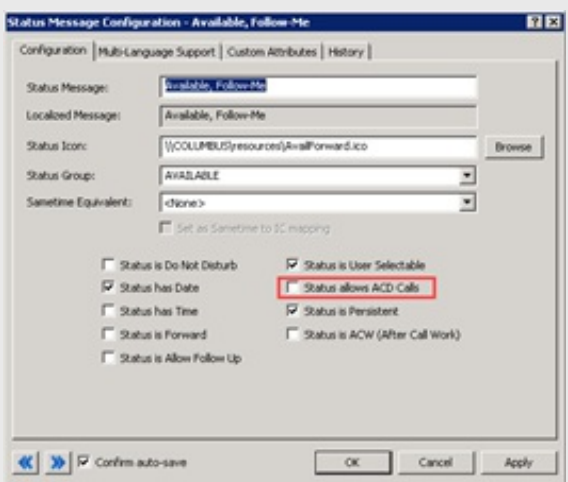|		
Status Message is "On Vacation" or "Out of the Office" or "Out of Town."	Out of the Office	
Status Message is "Gone Home." **or** Status Group is **not** TRAINING or BREAK ü Status is Do Not Disturb q Status allows ACD calls (not selected)	Away	
For any other configuration other than the ones shown here, **and** Status allows ACD Calls is **not selected.**	Available	

Routing Status

Genesys Cloud sets routing status based on an agent's current activity when an agent is ON-QUEUE. Routing status is the basis for interaction routing. Routing status picks up where agent presence leaves off. There are five types of routing status:

Routing Status	Description
OFF_QUEUE	Agent presence is not ON QUEUE. If an agent's status is not an "Available" type, their Genesys Cloud routing status is usually OFF_QUEUE.
IDLE	The agent is not currently connected to any interaction. An interaction in the alerting state does not affect routing status. An agent can be IDLE while an interaction is alerting.
INTERACTING	The agent is connected to one or more ACD interactions.
COMMUNICATING	The agent is connected to one or more non-ACD interactions. A non-ACD interaction is one that is not routed by the ACD system.
NOT_RESPONDING	The agent is not connected to any interactions and is not available for assignment because the agent did not respond to a previous ACD transfer or alert attempt.

Intersection of agent presence and routing status

This table shows a simple case. There are conditions where an agent may retain a routing status other than OFF_QUEUE when the agent's presence is not ON_QUEUE.

Agent presence	Available	Busy	Away	Offline	Other Off-queue presences	On queue			
Routing status	OFF_QUEUE					IDLE	INTERACTING	COMMUNICATING	NOT_RESPONDING

Pending Off-Queue

Assignment tracks another status value, the pendingOffQueue flag. This flag is set when an agent is connected to or alerting on an interaction, then goes off-queue. The agent's status in this case is not changed. An agent's routing status can be IDLE, INTERACTING, or COMMUNICATING when the pendingOffQueue flag is set. The pendingOffQueue flag remains set until the agent completes their involvement with the interaction. Their status is then set to OFF_QUEUE. This is the primary situation under which an agent may have a routing status other than OFF_QUEUE even though their presence is not On Queue.

Note that if an agent is alerting and declines the-interaction and picks an Off Queue option in the UI, things work a little differently. In this case, the UI sends a disconnect request for the interaction, which removes the agent from it. In this case the agent is not set to pendingOffQueue.

Inbox Notifications

Requirements: See Genesys Cloud for PureConnect requirements and Workforce Engagement Requirements. This synchronization uses the Genesys Cloud Bridge, first available in CIC 2019 R4. For more information, see Genesys Cloud

Supervisors or other managers use Genesys Cloud Workforce Engagement Management to manage time off requests and shift trade off requests in Genesys Cloud. For more information, see Work with time off requests and Shift trades overview in the Genesys Cloud Resource Center.

Agents submit time off requests and shift trade off requests in Genesys Cloud. For more information, see About workforce management for agents in the Genesys Cloud Resource Center.

Agents are alerted in Interaction Connect to changes in the status of their time off and shift trade requests. Notifications of changes to the status of their time off or shift trade requests occur in real time. These notifications appear as a sunburst badge on the **Inbox** icon. This icon is a direct link to the agent's Genesys Cloud My Performance view where agents can view and manage their time off requests and shift trade requests.

> **Note**: Genesys Cloud Workforce Engagement Management is **entirely separate** from the Interaction Optimizer feature in Interaction Connect.

Configuration

After enabling the Genesys Cloud for PureConnect Integration, the PureConnect administrator must set these options in the Genesys Cloud Configuration dialog box in Interaction Administrator.

- Include the Interaction Connect URL in the Browser Client Applications tab.
- Select **Sync User Objects** in the Synchronization Options tab.
  All Interaction Connect users who want to receive inbox notifications must be synced with Genesys Cloud.
- To sync properly, these users must have a Business Email address configured in Interaction Administrator. For more information, see PureConnect Users.

Agent Experience

To view and manage Inbox notifications:

1. Click the **Inbox** icon.
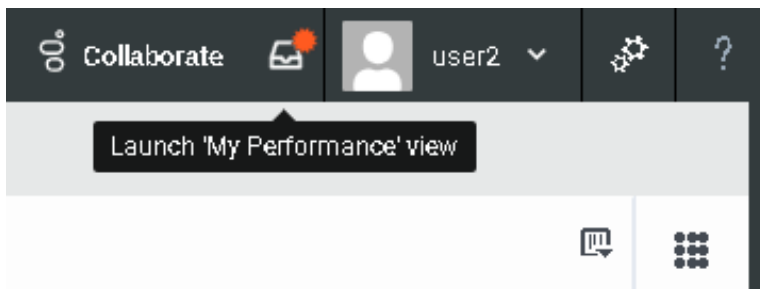
   Result: Agents automatically log on to Genesys Cloud.
2. Click the Genesys Cloud **Inbox** icon.

3. Agents view and mark as read their Inbox notifications.
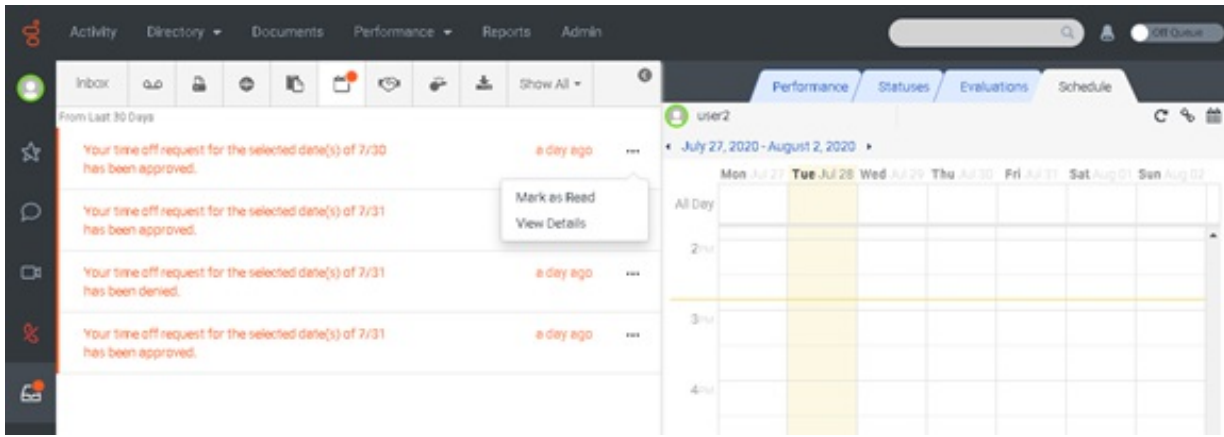
Result: When an agent marks all their inbox notifications as read in Genesys Cloud, it removes the sunburst badge from the Interaction Connect **Inbox** icon.

Workforce Engagement view

> **Requirements**: To access and use the Workforce Engagement view, administrators need the **Genesys Cloud Workforce Engagement Administrator** Security Right.

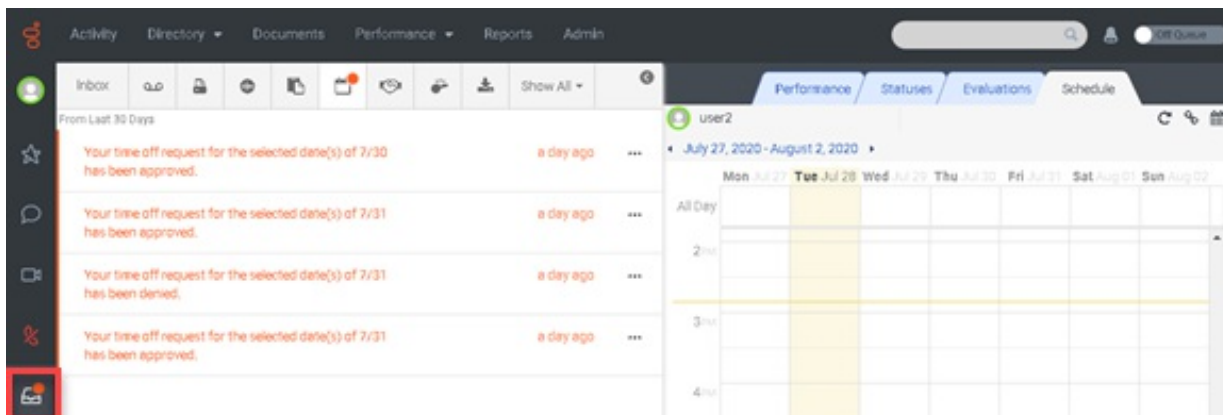Administrators use the Workforce Engagement view in Interaction Connect to manage and monitor the synchronization of PureConnect data with Genesys Cloud. For information about displaying this view, see the Interaction Connect help.
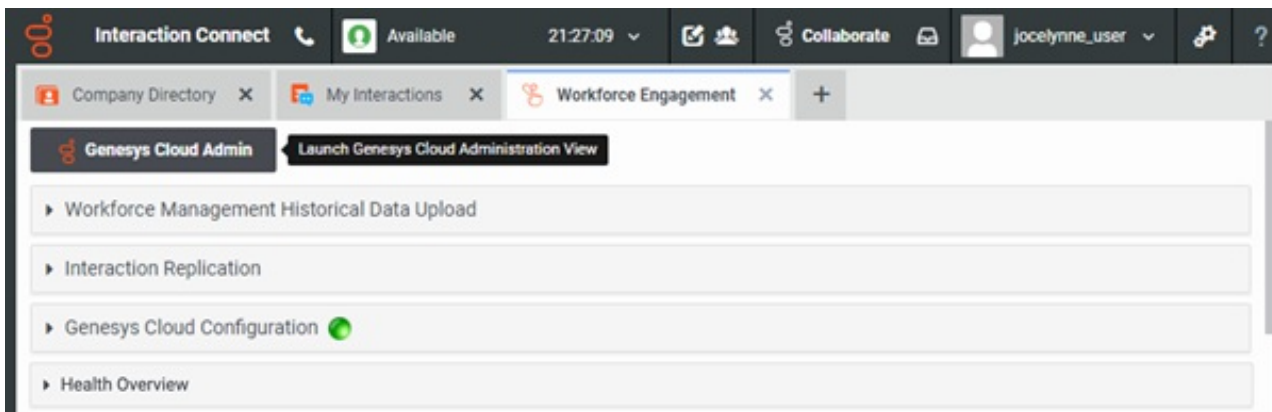
Genesys Cloud Admin button

The **Genesys Cloud Admin** button in the Workforce Engagement view gives administrators single-click access to the **Genesys Cloud Administration** view. Administrators can then use the advanced Workforce Engagement Management features in Genesys Cloud to forecast and schedule the workforce, then monitor agents' Real-Time Adherence.

> **Note**: Single sign-on to Genesys Cloud is not required for this feature, but is recommended. For more information, see Single Sign-On Genesys Cloud.
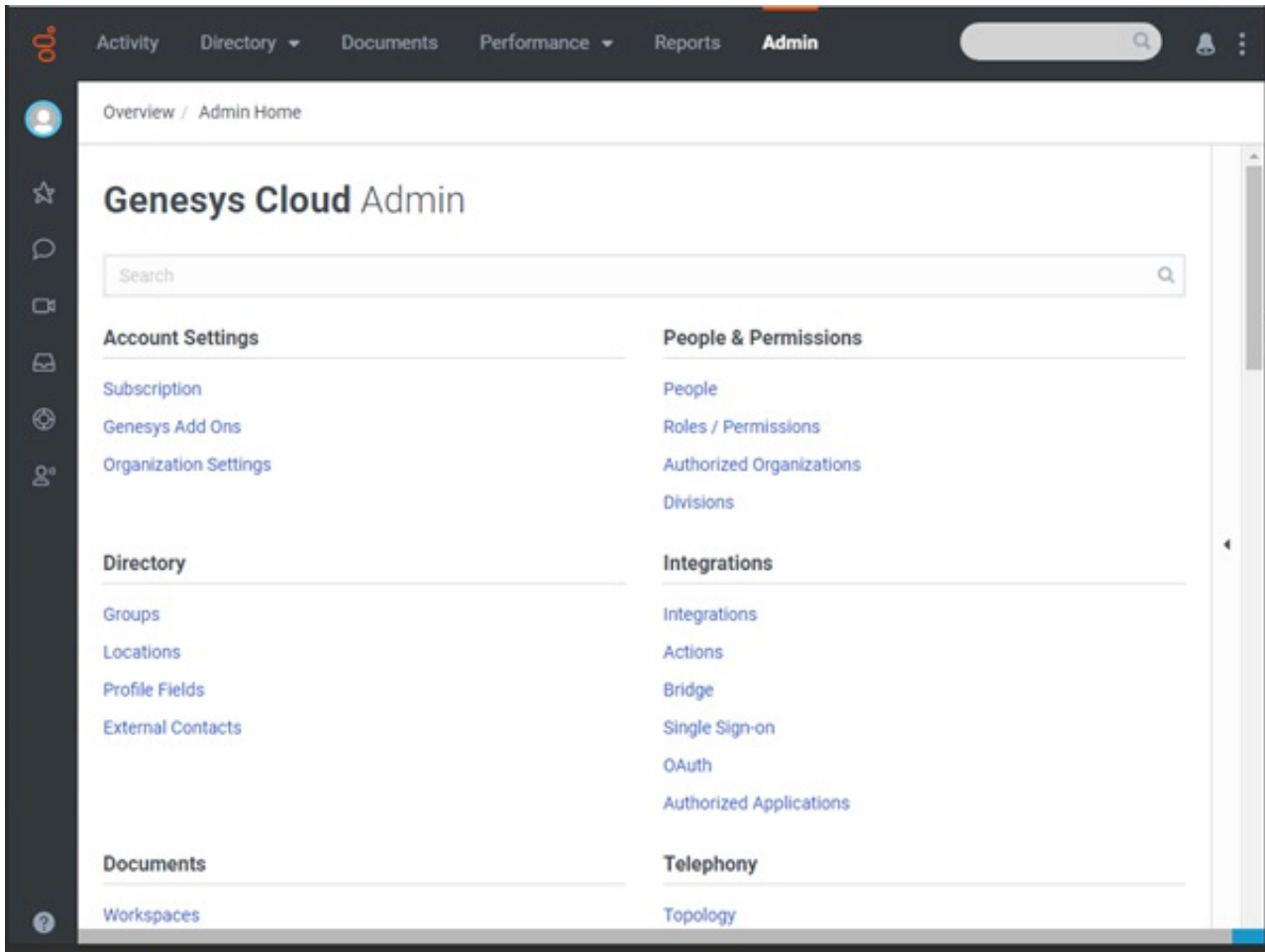
Historical Data Upload

Interaction Connect users can export up to three years of historical data from a PureConnect system to a Genesys Cloud organization. This data then supports Genesys Cloud Workforce Engagement planning and forecasting.

Once the historical data is uploaded to your Genesys Cloud organization, it is processed as part of the nightly forecasting batch processing using the Automated Best Method option. Only one historical upload is stored within your Genesys Cloud organization. If you initiate multiple uploads, the **last upload** overwrites any previous uploads. Within Genesys Cloud, once processing of the uploaded data is complete, the data is available for use with forecasts and viewed as historical weekly data in Genesys Cloud. For more information, see the View historical data for automatic best method topic in the Genesys Cloud Resource Center.

Historical data uploads have a start and end date. After the end date, Workforce Engagement uses the live data from Interaction Replication.

> **Requirements**: This feature requires your IC Server to be properly licensed for one of the available Genesys Cloud Workforce Engagement packages. For more information, see Genesys Cloud for PureConnect requirements. Allow up to an **additional 3 GB of free disk space** on the CIC server for the WFM Historical Upload working files. File size varies based on the date range and number of route groups that are processed for the Historical Data Upload to Genesys Cloud.

Configuration

In addition to the requirements for the Genesys Cloud for PureConnect integration and the Workforce Engagement features:

- Administrators configure and initiate the upload in the Workforce Engagement view in Interaction Connect.
- To access the Workforce Engagement view and configure and initiate the upload, users need the **Genesys Cloud Workforce Engagement Administrator** Security Right.

To create a Historical Data Upload request:

1. In the Workforce Engagement view in Interaction Connect, expand the **Workforce Management Historical Data Upload** section.

2. Select a **Start Date** and **End Date**.

> **Note**: The date range cannot be greater than 3 years. Do not leave either date blank. End Date must be later than Start Date.
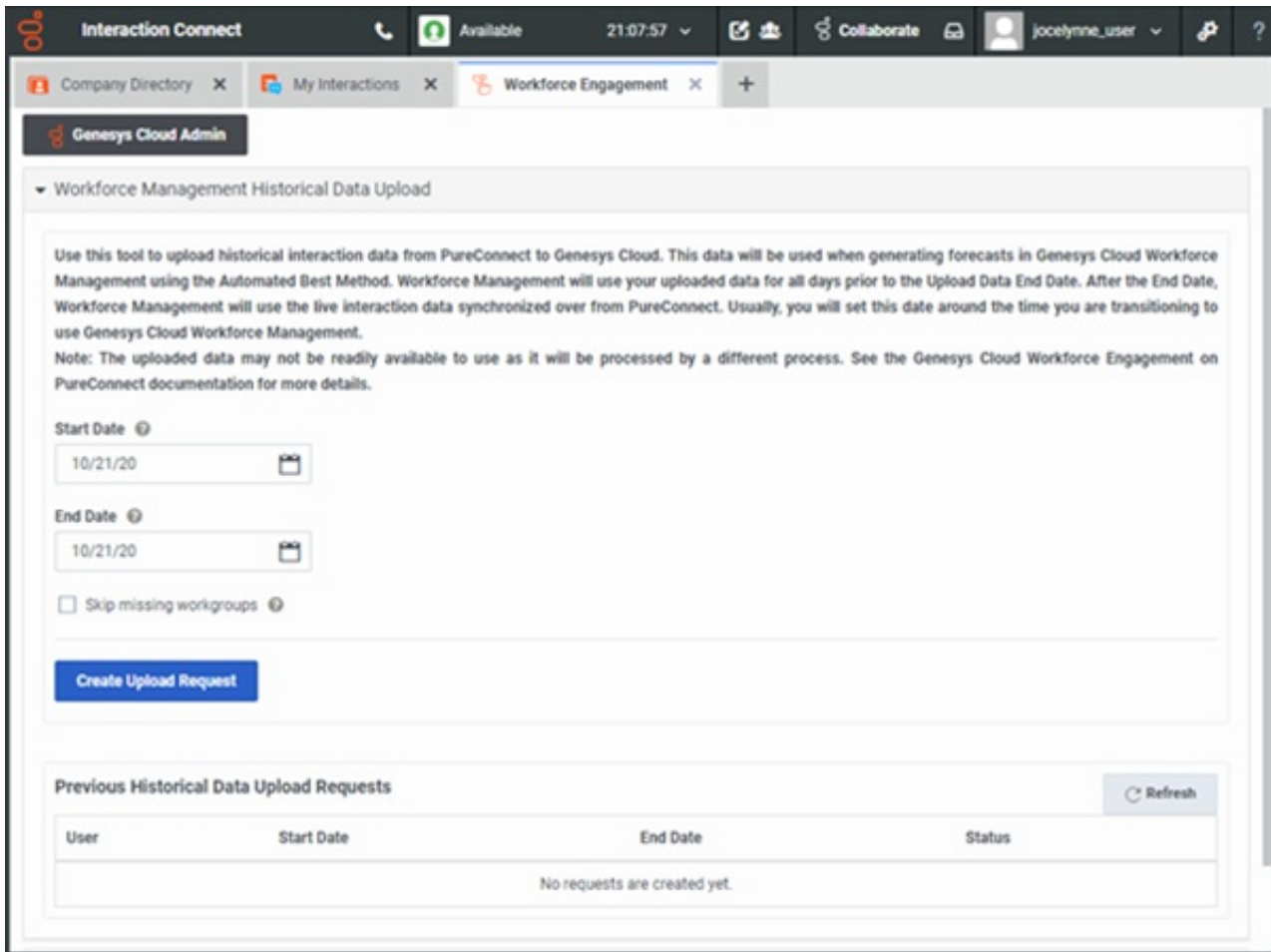
3. Optionally, select the **Skip missing workgroups** check box.

> **Note**: This skips data for PureConnect workgroups that are not synced to your Genesys Cloud organization. However, skipping workgroups may cause data loss. The Sync Advanced Platform Objects configuration option controls the syncing of workgroups..

4. Click **Create Upload Request**.

The status of your upload request appears in the Previous Historical Data Upload Requests section.

> **Note**: Only the **most recent** successful historical upload is stored within your Genesys Cloud organization. **The most recent successful upload overwrites any previous uploads.** The table automatically shows the progress of an update, but you can click **Refresh** to refresh the display manually.

Previous Historical Data Upload Requests				⟳ Refresh
User	Start Date	End Date	Status	
user1	04/01/2020	04/15/2020	Upload Complete ⊕	
user6	04/01/2020	04/15/2020	Upload Complete ⊕	
user6	04/01/2020	04/15/2020	Upload Complete ⊕	
user6	04/15/2020	04/15/2020	Failed DB Extract ⊕	
user1	04/07/2020	04/15/2020	Upload Complete ⊕	
user1	04/07/2020	04/15/2020	Upload Complete ⊕	
user6	04/07/2020	04/15/2020	Upload Complete ⊕	

5. Status messages enable you to monitor your upload request.

   The request might fail with **Failed DB Extract** if there is no data in database for specified date range or there is too much data in the request. You can use server parameters to change batch sizes in the request. For more information, see Server parameters for data uploads.

   FailedWorkgroup Mapping indicates workgroup mapping is not in sync. For information about checking workgroup synchronization, see How do I check Genesys Cloud Integration status and activity? and How do I check synchronization status for selected records?.

   > **Tip**: If an upload request fails, click the question mark icon for an explanation.

   Once the historical data has been uploaded successfully to Genesys Cloud, the Status message will state **Upload Complete** and the historical data will be processed as part of the nightly forecasting batch processing, for use with forecasts using the Automated Best Method option.

Interaction Replication

> **Requirements**: See Genesys Cloud for PureConnect requirements and Workforce Engagement Requirements. This synchronization uses the Genesys Cloud Bridge, first available in CIC 2019 R4. For more information, see Genesys Cloud Bridge considerations.

Replicating (injecting) interaction data from a PureConnect system to a Genesys Cloud organization supports Genesys Cloud Workforce Engagement functionality. Replicated interactions within the Genesys Cloud organization are available for access and metrics from within the Interaction and related Workforce Engagement views and cloud-based feature sets.

> **Note**: With the CIC 2021 R1 release, voice (calls and callbacks) and digital (chats and emails) channels are now supported for interaction replication. See your Genesys Account Manager for more details.

You enable interaction replication after you verify that the Genesys Cloud integration is functioning correctly and upload your historical data. Enabling interaction replication marks the point where you are ready to start forecasting and schedule in Genesys Cloud and stop using Interaction Optimizer (if applicable).

Configuration

In addition to the requirements for the Genesys Cloud for PureConnect integration and the Workforce Engagement features:

- Administrators must **Enable Interaction Replication** in the Workforce Engagement view in Interaction Connect.
- To access the Workforce Engagement view and configure and initiate the upload, users need the **Genesys Cloud Workforce Engagement Administrator** Security Right.

To enable Interaction Replication:

1. In the Workforce Engagement view in Interaction Connect, expand the **Interaction Replication** section.
2. Select the **Enable Interaction Replication** check box.
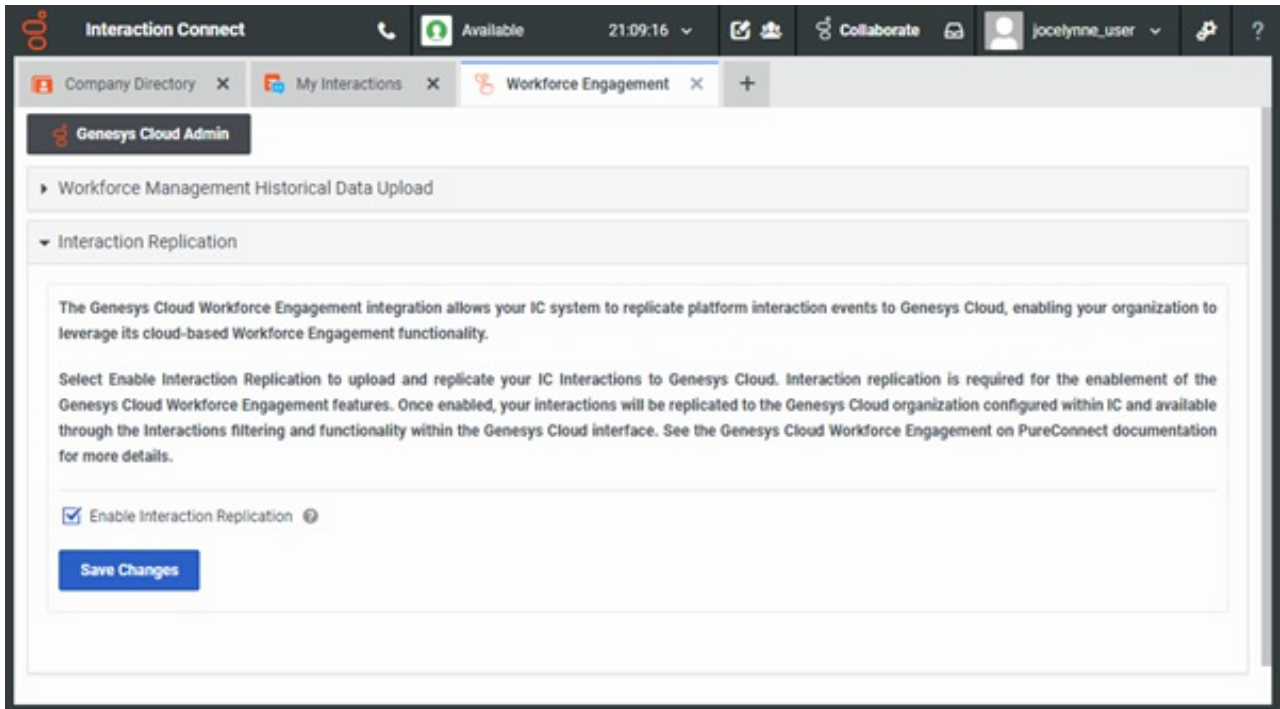
3. Click **Save Changes**.

> **Note**: You can disable interaction replication at any time by clearing the **Enable Interaction Replication** check box and clicking **Save Changes**. This may result in gaps or missing data in your Workforce Management data within Genesys Cloud. Consider this carefully before turning off replication.

Logging

The start date and time of every replicated interaction is logged in the SQL Server/Oracle database table, GC_InteractionsLog. Each entry includes interactionUUID, conversation ID, and start date-time.+ offset. Date and time are UTC. Offset is in minutes and is related to the time zone and daylight savings time.

Genesys Cloud Configuration Status

> **Requirements**: The Workforce Engagement view requires the logged in user to have the **Workforce Engagement Administrator** security right. See also Genesys Cloud for PureConnect requirements and Workforce Engagement Requirements. This synchronization uses the Genesys Cloud Bridge, first available in CIC 2019 R4. For more information, see Genesys Cloud Bridge considerations.

Administrators can use the Genesys Cloud Configuration section of the Workforce Engagement view in Interaction Connect to monitor Genesys Cloud for PureConnect integration. This section shows both the status of the integration and synchronized objects.

> **Note**: Other ways to check integration and synchronization status are listed here: How do I check Genesys Cloud Integration status and activity?

Hovering over the Genesys Cloud Configuration icon displays a tooltip showing synchronization status.
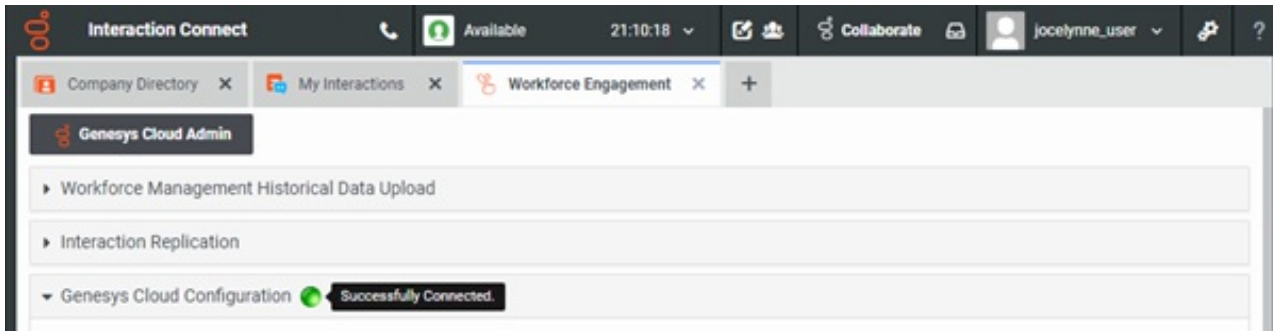
The circle icon indicates the status of the configuration:

- **Yellow** - Indicates the configuration is set up and synchronization is in progress.
- **Green** - Indicates the configuration is set up and healthy.
- **Red** - Indicates the configuration is not set up correctly and has issues.

Expand the Genesys Cloud Configuration section to view synchronization details.

In this example, not all users are synchronized. To sync properly, Genesys Cloud for PureConnect requires that PureConnect user accounts have a Business Email address. A Display Name is recommended. For more information, see the requirements for PureConnect Users.
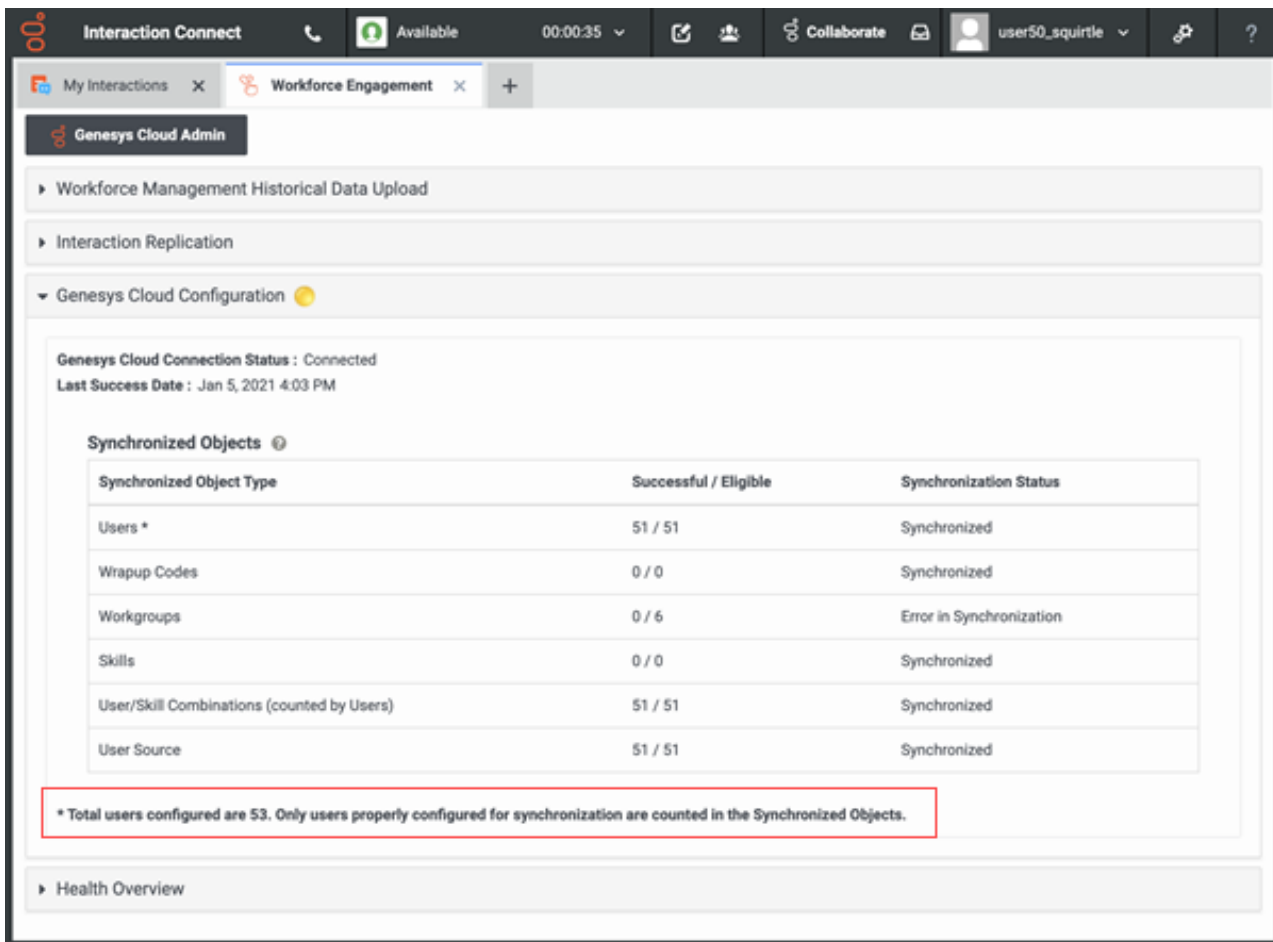
Health Overview

Administrators can use the Health Overview section of the Workforce Engagement view in Interaction Connect to monitor the "health" and status of the Genesys Cloud for PureConnect integration.

This section displays metrics around the Genesys Cloud Synchronization Events for replicated interaction and presence change events between PureConnect and Genesys Cloud.

Note: The Health Overview section is enabled only for CIC 2021 R1 and later versions.
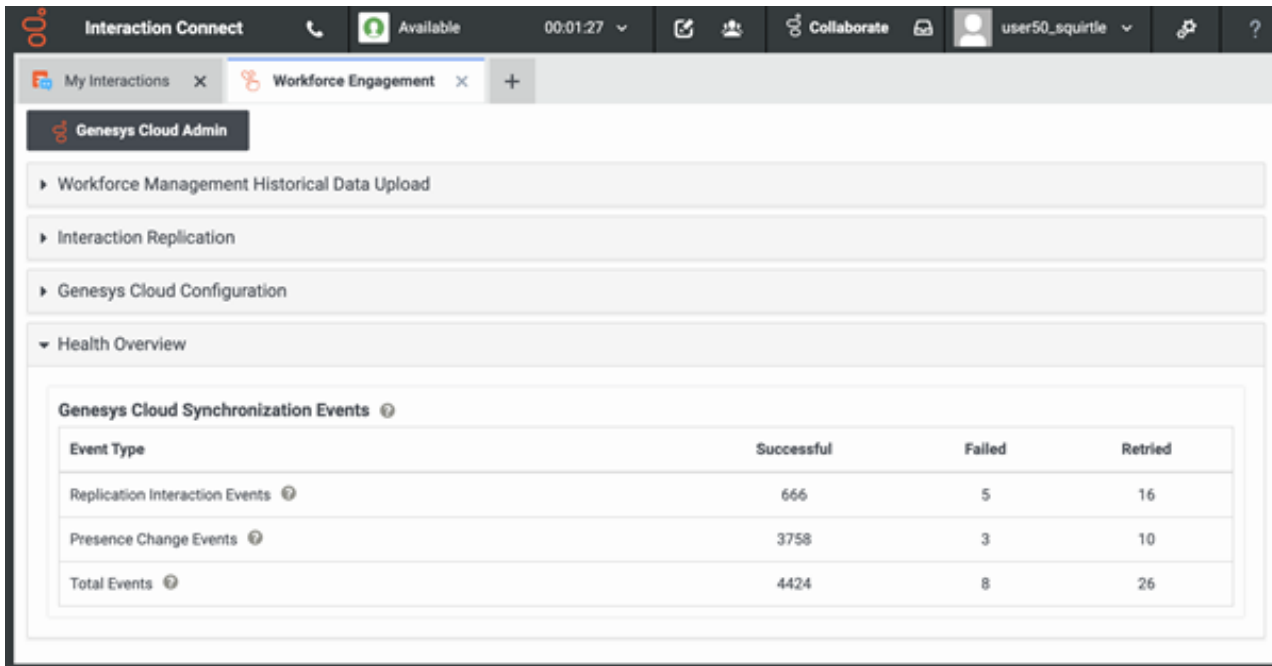
Tooltips

Tooltips display additional information in the Health Overview.
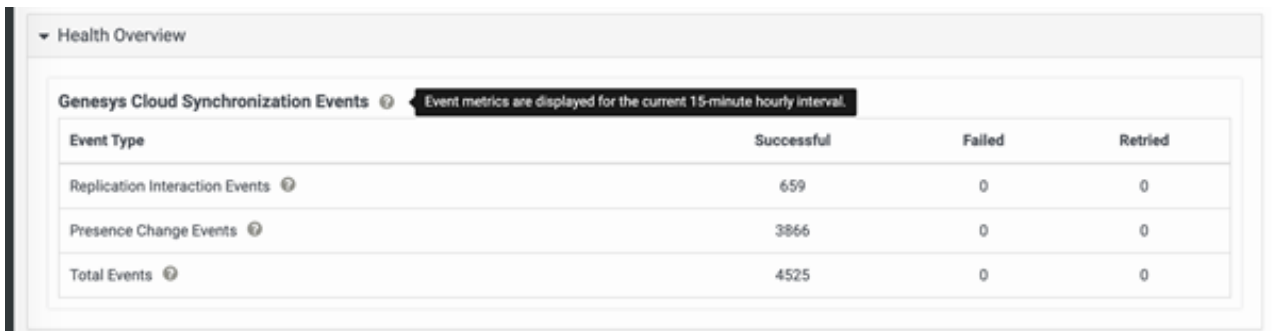
Synchronization Event Types

Event	Description
Replication Interaction Events	Replicated interaction events sent from PureConnect to Genesys Cloud. The replicated interactions are interactions that originated on CIC and replicated on Genesys Cloud.
Presence Change Events	User presence change events sent from PureConnect to Genesys Cloud. Presence change events can be: • Status change events • Routing change events • Out of Office events
Total Events	Total (Replication + Presence Change) events sent from PureConnect to Genesys Cloud.

Synchronization Event Status

Status	Description
Successful	The number of successful requests sent from PureConnect to Genesys Cloud.
Failed	The number of failed requests sent from PureConnect to Genesys Cloud. These requests will not be retried and are simply discarded.
Retried	The number of retried requests sent from PureConnect to Genesys Cloud. These requests were initially sent to Genesys Cloud and have failed somehow. These requests will be retried again until successful.

Review the following information for help in troubleshooting:

- Genesys Cloud and Workforce Engagement Configuration Issues and Configuration of Genesys Cloud Workforce Engagement Management in the *Genesys Cloud Workforce Engagement Management for PureConnect Solution Guide*.
- Genesys Cloud for PureConnect Configuration and Genesys Cloud for PureConnect requirements in this Administrator's Guide.

Single sign-on Genesys Cloud

After you complete [Genesys Cloud for PureConnect configuration](#):
- Administrators can start Genesys Cloud directly from Interaction Administrator.
  For more information, see [Start Genesys Cloud from Interaction Administrator](#).
- Agents can use the Inbox icon to start Genesys Cloud directly from Interaction Connect.
  For more information, see [Start Genesys Cloud with the Inbox icon](#).
- Agents can also use the Collaborate button to start Genesys Cloud directly from Interaction Connect or Interaction Desktop.
  For more information, see [Start Genesys Cloud with the Collaborate button](#).
- Administrators and agents can use PureConnect credentials to start Genesys Cloud from a browser.
  For more information, see [Start Genesys Cloud with PureConnect Credentials](#).

> **Note**: Enabling PureConnect to act as a Single Sign-on Provider (SSO) requires both Genesys Cloud and network configuration. For more information, see [Enable PureConnect as a Genesys Cloud Single Sign-On provider](#).

Enable PureConnect as a Genesys Cloud Single Sign-On provider

This section describes how to change your PureConnect deployment to be an Identity Provider for Genesys Cloud. This enables PureConnect users to employ their PureConnect user IDs and passwords to log on to Genesys Cloud from a browser. PureConnect users do not then need separate Genesys Cloud user IDs and passwords.

Using PureConnect as an SSO provider also enables Interaction Connect users to log on automatically to Genesys Cloud. This enables agents to access their Genesys Cloud My Performance view from Interaction Connect.

> **Note**: If your users log on to Genesys Cloud by means of ADFS, Ping, or other SSO Identity Provider, you do not need to enable PureConnect as a Genesys Cloud SSO provider. Configure the selected SSO provider in Genesys Cloud.

Languages

Only PureConnect's supported languages are available in the logon dialog where users provide CIC credentials. These languages are a subset of Genesys Cloud's supported languages. Verify that your required language is available. Currently, PureConnect does not support Finnish or Thai while Genesys Cloud supports them. In the future, Genesys Cloud might add other languages that PureConnect does not support.

Requirements

This section describes the requirements for enabling PureConnect as a Genesys Cloud SSO provider.
- CIC 2020 R2 or later.
- You must use the Genesys Cloud for PureConnect integration and sync PureConnect users to Genesys Cloud.
- This integration synchronizes the users' email addresses between PureConnect and Genesys Cloud. This synchronization enables the users to authenticate with PureConnect credentials. For more information about enabling the integration, see [Genesys Cloud for PureConnect configuration](#).
- Administrators must configure PureConnect as an SSO Identity Provider in Genesys Cloud.
  For more information, see [Add PureConnect as a single-sign on provider](#).
- Administrators or network engineers must configure your PureConnect environment to support PureConnect as an SSO Identity Provider.

Configure PureConnect environment

This section describes how to configure your PureConnect environment to support PureConnect as an Identity Provider for Genesys Cloud.

Add rewrite rules to your proxy server's configuration. The values in these rules must match the settings in the Genesys Cloud configuration of PureConnect as an SSO provider. These rules are an example of the changes made to an Nginx configuration file.

```
events {    worker_connections  1024; } # Overview: # This is an example proxy configuration file for Nginx, showing how to leverage the #
PureConnect CIC server for use by Genesys Cloud as an SSO IdP. # # This proxy configuration accomplishes a couple of goals: # 1) Serve as a
load balancing proxy to route to the PureConnect CIC server switchover pair, #    whichever one is the primary at the time. # 2) Rewrite the
endpoint presented (e.g. to Genesys Cloud) into the endpoint expected #    by the PureConnect STS subsystem. #    Rewrite from: #
   https://appserver.xyzcorp.com:443/PureConnect/ICNotifierIDP/login?loginType=saml #       Format: https://[A]:[B]/[C]/[D...] #          A)
Customer's chosen endpoint for this proxy #           B) Exposed proxy port, from below #          C) Friendly URL path component, from
below. #          D) Suffixes required by PureConnect STS subsystem IdP #          Note: in the Genesys Cloud Generic SSO Provider
configuration, #          this must be "ICNotifierIDP/login?loginType=saml" #    Rewrite to:  https://10.1.2.3:8043/ICNotifierIDP/login?
loginType=saml #          [or 10.1.2.4, as per automatic load balancing] #       Format:  https://[E]:[F]/[D...] #          E) One of the
PureConnect servers from the configuration below. #          F) The PureConnect STS subsystem port, 8043. #          D) Must match the
suffixes from before the rewrite. http {    # This section specifies the PureConnect CIC server switchover machines.    # The upstream ID must
match the "proxy_pass" below.   upstream pureconnect_servers {       # PureConnect CIC server switchover pair IP addresses       # The port
must be 8043, for the PureConnect STS subsystem.       server 10.1.2.3:8043; # switchover server 1 [note: example IP address]       server
10.1.2.4:8043; # switchover server 2 [note: example IP address]       ip_hash; # used for sticky sessions if preferred nginx Plus not available.
     # sticky cookie srv_id expires=1h;  # requires nginx Plus 1.5.7    }    # This proxy server accepts all traffic to the specified port and passes
it    # to the upstream servers.    server {       # Note: A different port may be used, based on customer environment needs.       # The port
must match the value used in the Genesys Cloud SSO configuration       # for "Target URL".       listen 443 ssl;          # The certificate that
should be presented to Genesys Cloud.       # This should be trusted by the client workstations/browsers that will       # use SSO to authenticate.
     ssl_certificate    CustomerProxyCertificate.cer;       ssl_certificate_key CustomerProxyPrivateKey.bin;       # For this example, the rewrite
rule strips out a friendly URL path component of       # "PureConnect", before passing it along to the PureConnect CIC server       # switchover
pair.       # This friendly component is not required and it can be changed, as long as       # matching changes are made to the rules below.
     location /PureConnect/ {          if ($http_inin_remap_base_url !~ .+) {          # This specifies the friendly URL component, so that
subsequent SAML          # protocol redirects reflect it correctly.             set $http_inin_remap_base_url
$scheme://$http_host/PureConnect;          }             # This strips out the friendly URL component.          rewrite ^/PureConnect/(.*)$
/$1 break;             # Set headers that allow the SAML protocol's redirects and responses to pass          # through the proxy correctly.
       proxy_set_header ININ-REMAP-BASE-URL $http_inin_remap_base_url;          proxy_set_header X-Forwarded-For
$proxy_add_x_forwarded_for;             # The proxy_pass value must match the upstream ID above.          proxy_pass
https://pureconnect_servers;       # For this example, we choose to use the nginx host as the provider's issuer       # URI for Genesys Cloud
SSO configuration.       # This value could be changed as per the customer's preference, as long at the       # Genesys Cloud Generic SSO
       # "Provider's Issuer URI" value matches and is of the form:       #    https://[Host value from below]          proxy_set_header Host
$host;       }    } }
```

# Start Genesys Cloud from Interaction Administrator

Access your Genesys Cloud 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 Genesys Cloud directory.

To start Genesys Cloud from Interaction Administrator:

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

---
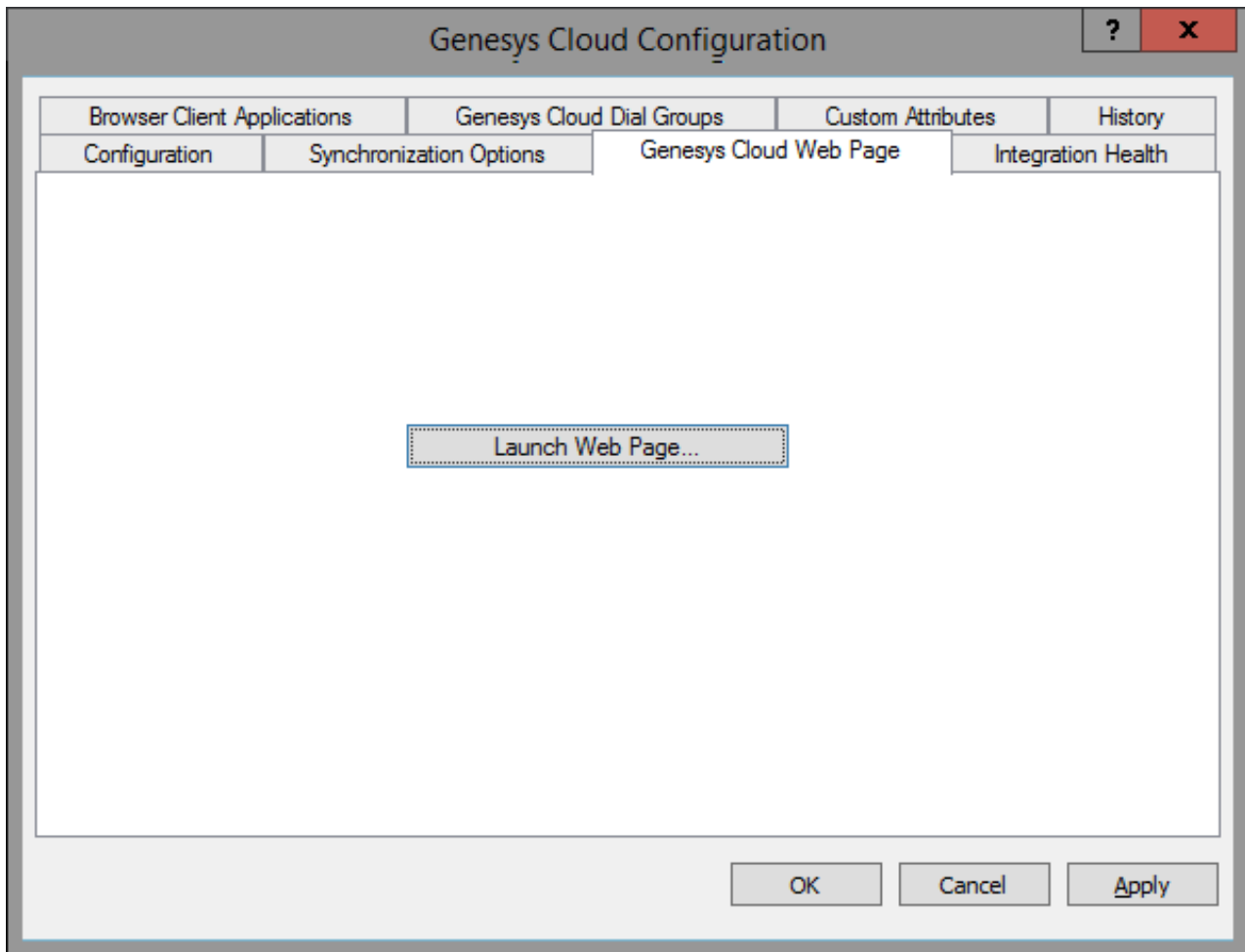
2. Click **Launch Web Page.**
3. If prompted, select the browser you want to use.
4. Genesys Cloud opens and automatically logs you in as the Genesys Cloud Admin user.

   Genesys Cloud opens to the administrative interface.
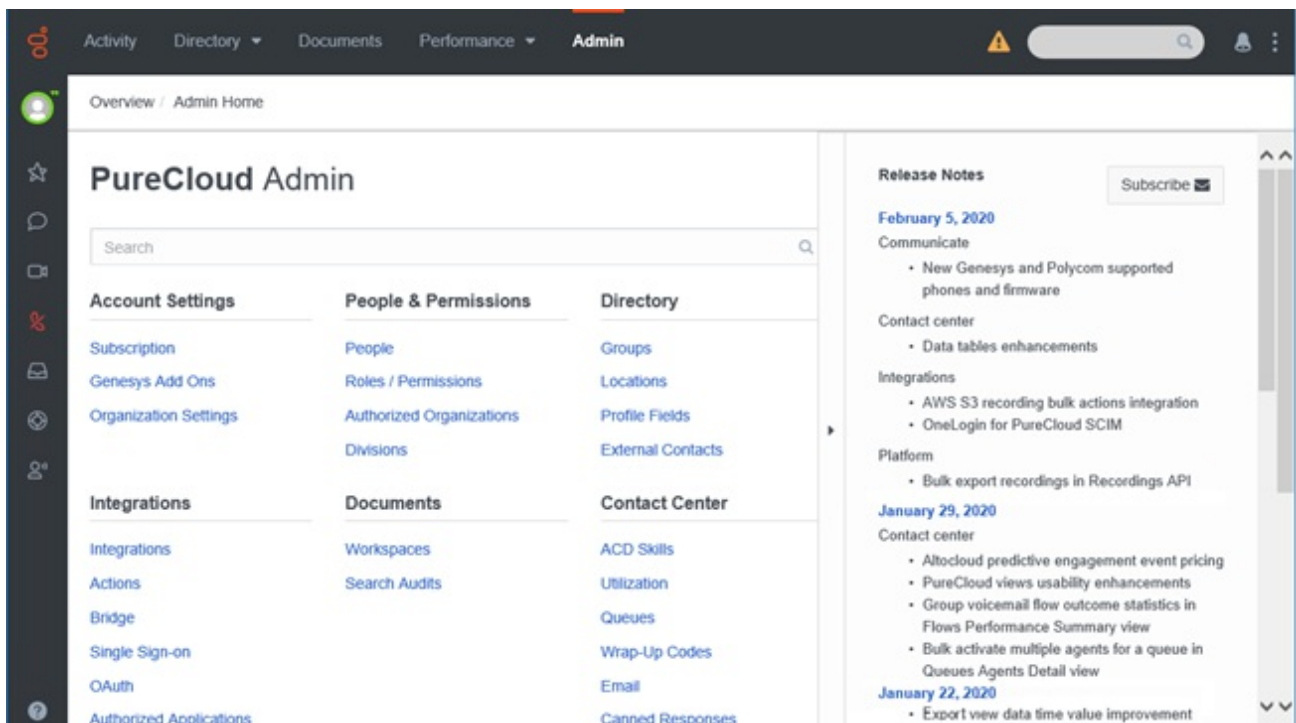
Start Genesys Cloud with the Inbox icon

Interaction Connect users can use the Inbox (Launch 'My Performance' view) icon for single sign-on to Genesys Cloud. Agents can view and manage time off requests and shift trade requests in Genesys Cloud. Inbox notifications appear as a sunburst badge on the Inbox icon.

Note: Consult the Genesys Cloud Resource Center for instructions about how to request time off or arrange a shift trade.
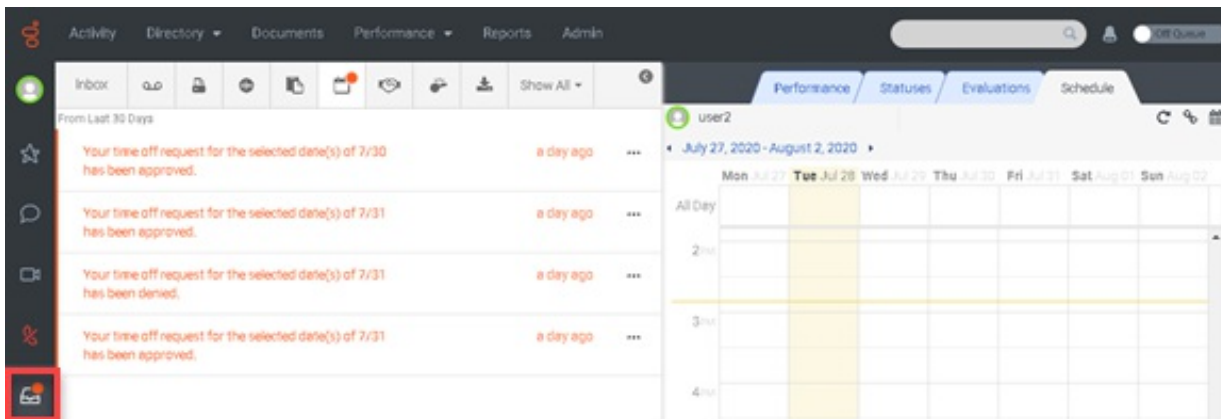
To view and manage Inbox notifications:

1. The agent clicks the Interaction Connect **Inbox** icon.
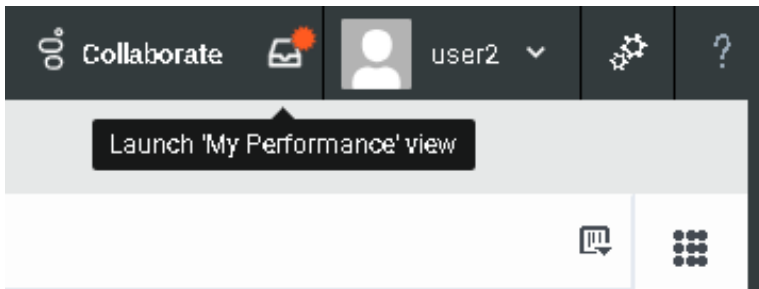
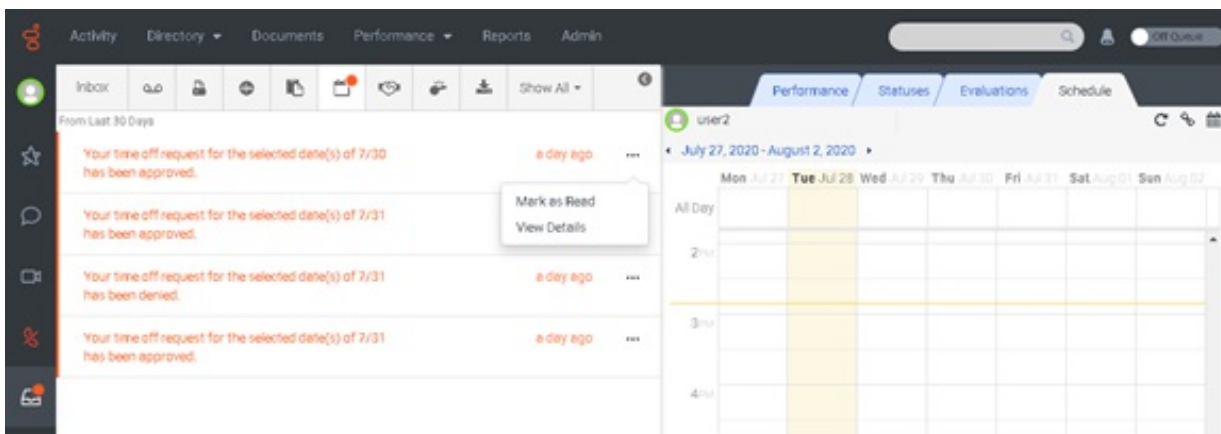   **Result**: The agent automatically logs on to Genesys Cloud. The agent's Genesys Cloud My Performance view appears.

2. The agent clicks the **Genesys Cloud Inbox** icon.

3. Now the agent can view and mark as read their Inbox notifications.


    Result: Marking all their inbox notifications as read in Genesys Cloud removes the sunburst badge from the Interaction Connect **Inbox** icon.

Start Genesys Cloud with the Collaborate button

After you complete Genesys Cloud for PureConnect configuration, Interaction Connect and Interaction Desktop client users can use the **Collaborate** button for single sign-on to Genesys Cloud. This opens the Genesys Cloud Profile view. Encourage these CIC users to explore Genesys Cloud.

1. Click the **Collaborate** button.
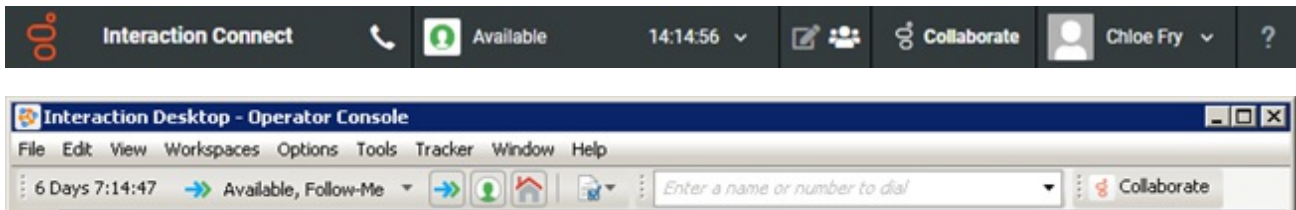
2. The user automatically logs on to Genesys Cloud.
3. Genesys Cloud appears in a new browser tab.
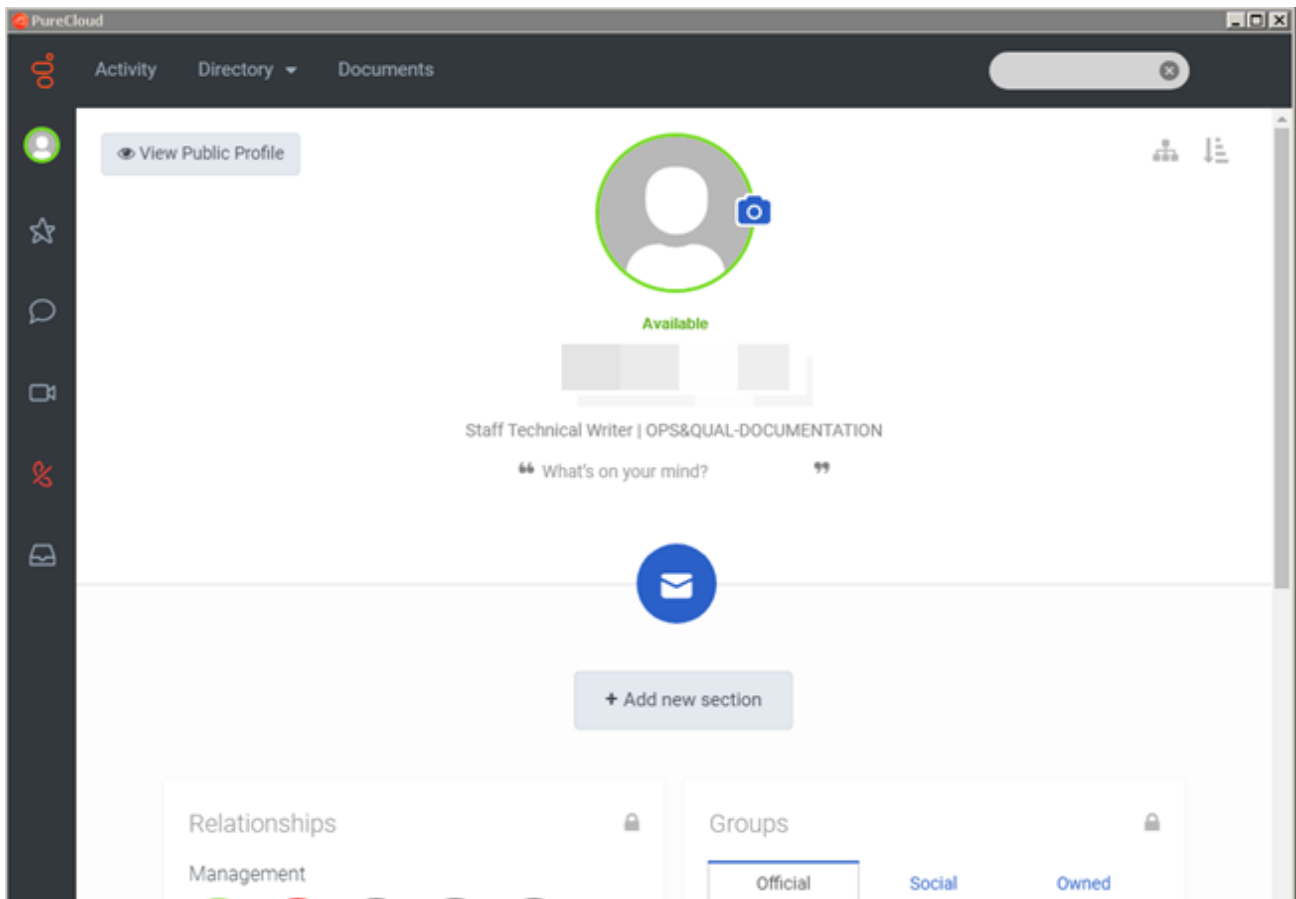
Explore Genesys Cloud

Encourage users to explore Genesys Cloud. 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.
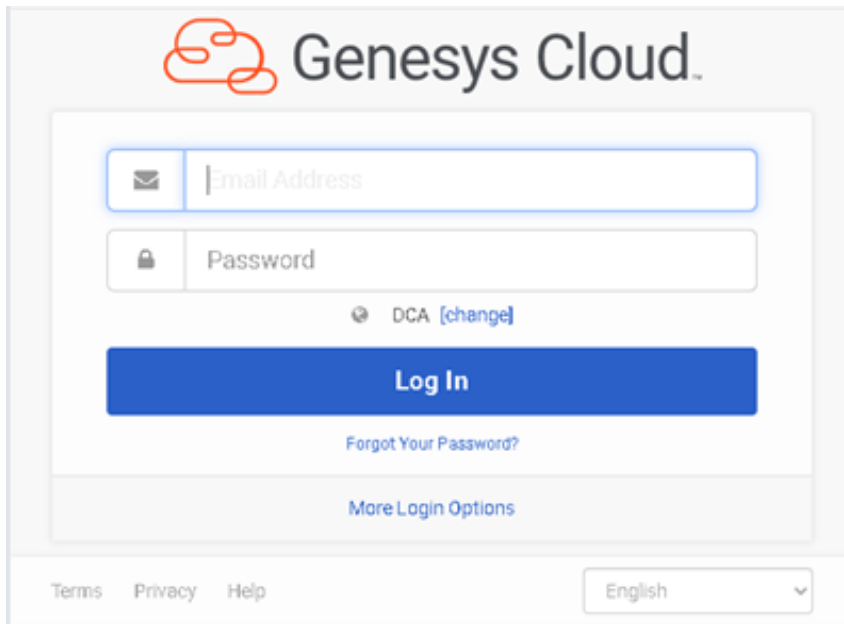
Start Genesys Cloud with PureConnect Credentials

This topic describes how to log on to Genesys Cloud without using a PureConnect client or Interaction Administrator.
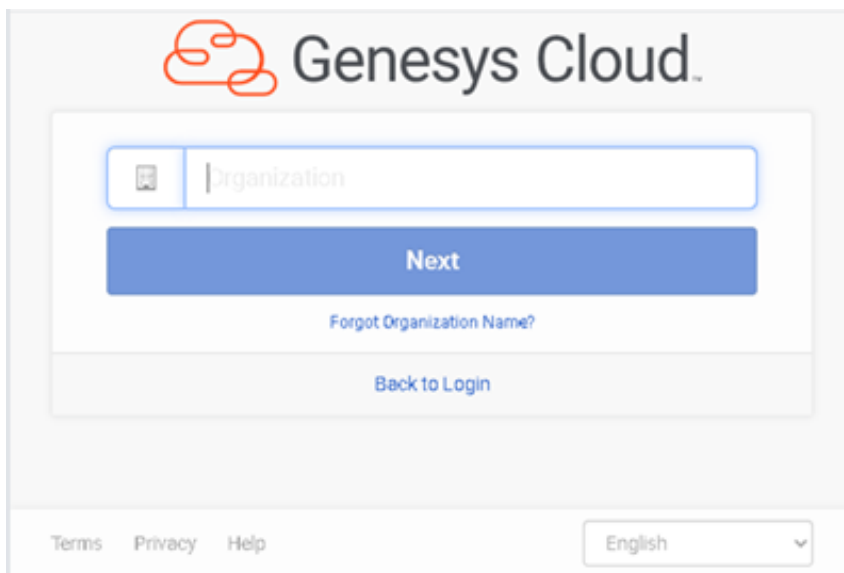
1. Point your browser to the Genesys Cloud log in page.

   Note: The specific address corresponds to your region.

2. Select **More Login Options**.
3. Enter your **Organization Name**. Click **Next**.

4. Click the icon under **Log in with another account**.

   Note: This is the icon specified in the Genesys Cloud SSO provider configuration. This icon reminds users they are choosing to use PureConnect credentials.

5. In the PureConnect log on dialog box, enter your **PureConnect User ID** and **Password**.

Result: You log on to Genesys Cloud. Once logged on, an individual user's Genesys Cloud permissions determine which features are available.

FAQs

What does it mean to have an org configured for platform integration?

A Genesys Cloud organization configured to integrate with PureConnect enables PureConnect users to take advantage of advanced features in Genesys Cloud. The Genesys Cloud for PureConnect integration synchronizes essential user and interaction data to Genesys Cloud. Your PureConnect system is paired with a single Genesys Cloud org.

The initial provisioning of a Genesys Cloud org is provided by your Genesys account manager. Additional configuration on both the Genesys Cloud and PureConnect sides is required to make the platform integration work.

This *Genesys Cloud for PureConnect Administrator's Guide* details the configuration required on the PureConnect side. The Genesys Cloud Resource Center provides the information needed to configure and maintain your Genesys Cloud org.

The *Genesys Cloud Workforce Engagement Management for PureConnect Solution Guide* provides information on the integration architecture, workflows, and the responsibilities of administrators, supervisors, and users.

How do I check Genesys Cloud Integration status and activity?

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

You can check the status of the integration in **Genesys Cloud Integration Health**. This shows at a glance all of your eligible PureConnect users, workgroups, wrap-up codes, and skills synced to your Genesys Cloud organization. You can also monitor the status of ClientIds used for integration authentication; this appears as OAuth Client Apps. If you are sending event data to Genesys Cloud (see Configure Genesys Cloud for PureConnect), you can also monitor the status of the Genesys Cloud Conduit for PureConnect.

Other ways to check integration and synchronization status are:

- The Workforce Engagement view in Interaction Connect. For more information, see Genesys Cloud Configuration Status.
- The Genesys Cloud information for selected records in Interaction Administrator. For more information, see the FAQ, How do I check synchronization status for selected records?
- Using Windows Event IDs to monitor the status of Genesys Cloud Bridge.

Interaction Administrator

1. In the Interaction Administrator **Genesys Cloud Configuration** dialog box, select the **Genesys Cloud Integration Health** tab.
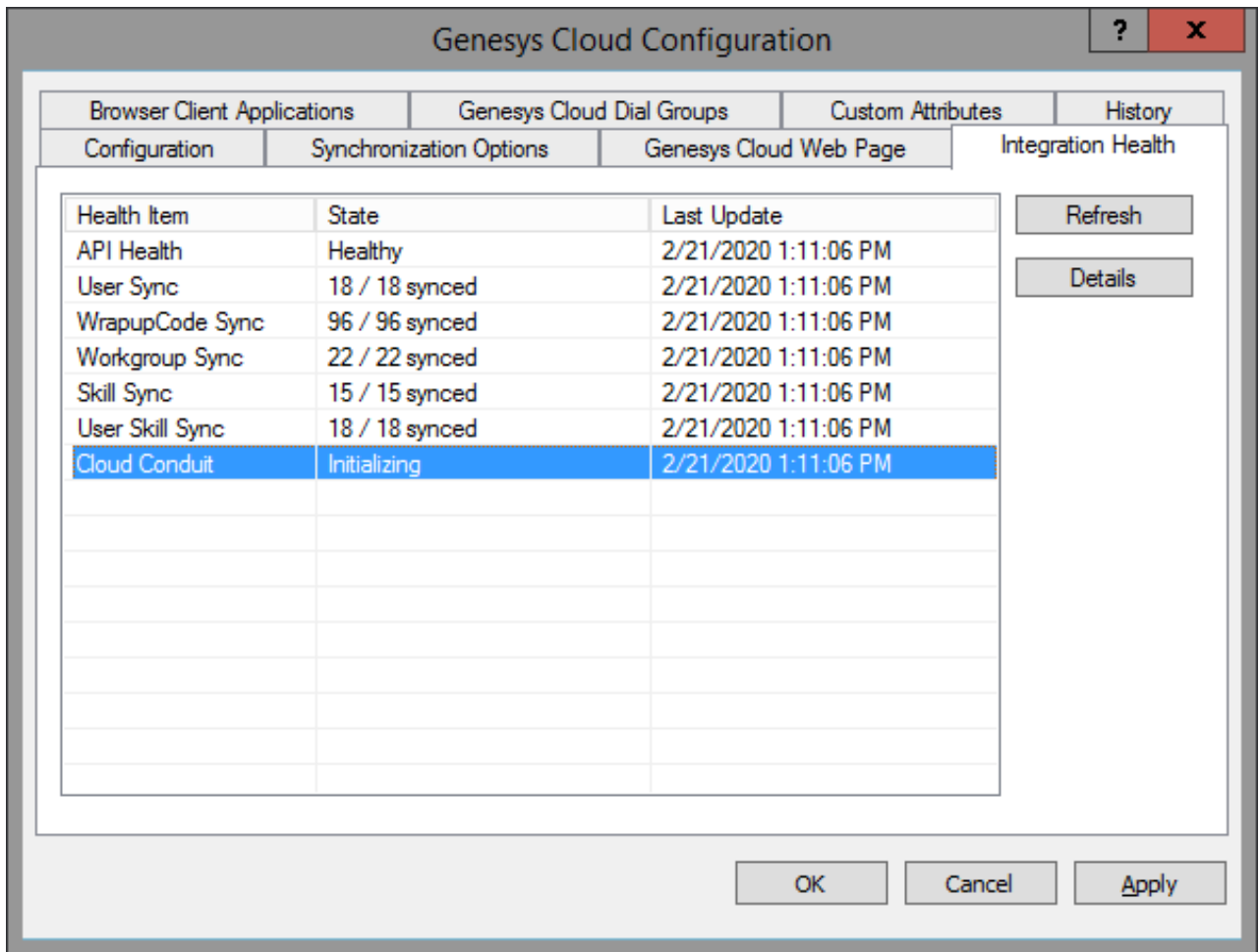
2. Select a **Health Item** and click **Details**.
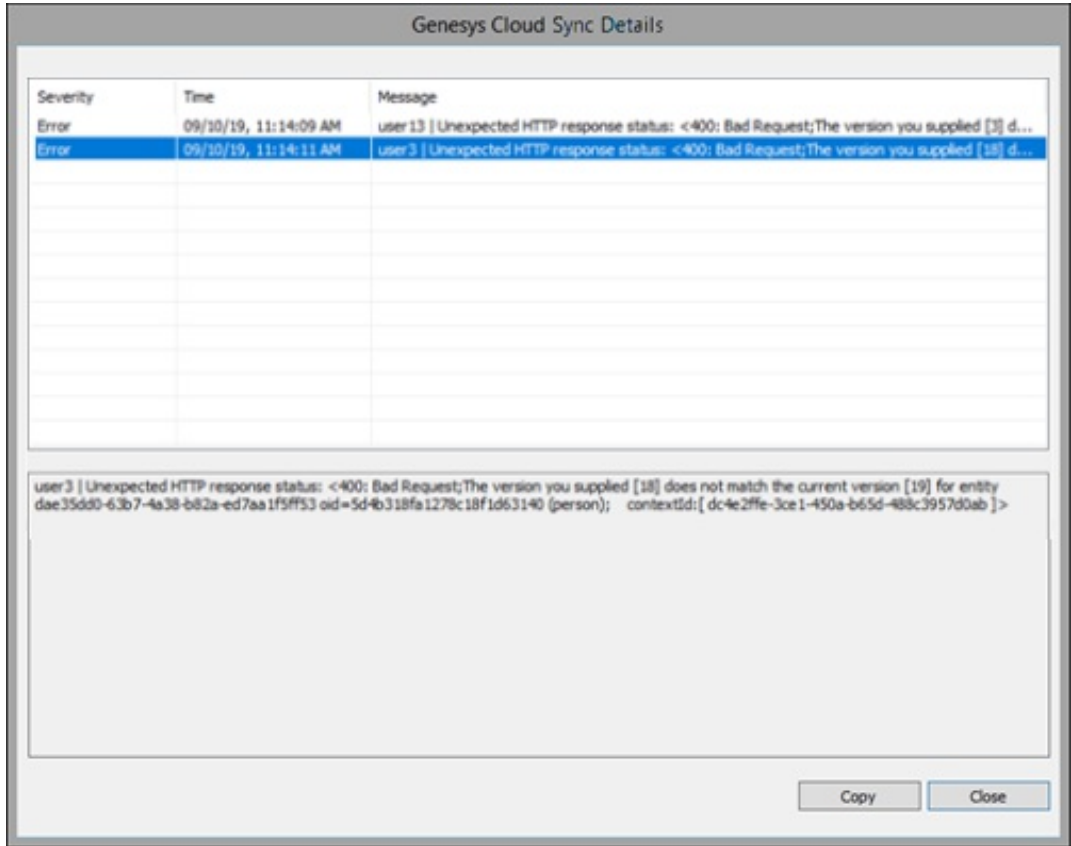
3. In the Details view, select an item and view additional information.
4. Optionally, click **Copy** to place the information on the Clipboard for forwarding to your Customer Care representative.

Windows Event IDs

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

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 check synchronization status for selected records?

> **Note**: Other ways to check integration and synchronization status are listed here: <u>How do I check Genesys Cloud Integration status and activity?</u>

You can check the synchronization status of selected records after you enable the Genesys Cloud for PureConnect Integration. Each record shows the following:

Status

Synced status indicates this user's information successfully synced to your Genesys Cloud organization. **Error** indicates that synchronization failed. **Not synced** means synchronization has not been attempted.

Last Synchronized

This is the date and time of the last successful synchronization.

Users

The **Sync User Objects** Synchronization Option is selected by default when you enable the integration.

To view a user's synchronization status:
1. In Interaction Administrator, open **People** > **Users**.
2. Select a user.
3. In the User Configuration dialog box, select the **Genesys Cloud** tab.

Workgroups

If you enable the Genesys Cloud for PureConnect Integration and select the **Sync Advanced Platform Objects** option, this page displays the synchronization status for workgroup information.

> **Note**: PureConnect workgroups sync to Genesys Cloud queues. PureConnect users are assigned to the appropriate Genesys Cloud queues.

1. In Interaction Administrator, open **People** > **Workgroups**.
2. Select a workgroup.
3. In the Workgroup Configuration dialog box, select the **Genesys Cloud** tab.

Wrap-up Codes

If you enable the Genesys Cloud for PureConnect Integration and select the **Sync Advanced Platform Objects** Synchronization Option, this page displays the selected wrap-up code's synchronization status.

> **Note**: Only PureConnect wrap-up code **names** sync to Genesys Cloud. Genesys Cloud wrap-up codes do not have code labels, categories, or other PureConnect wrap-up code attributes.

1. In Interaction Administrator, open **People** > **Wrap-up > Wrap-up Codes**.
2. Select a wrap-up code.
3. In details view of the **View Wrap-up Code** page, select **Genesys Cloud.**

Skills

If you enable the Genesys Cloud for PureConnect Integration and select the **Sync Advanced Platform Objects** option, this page displays the synchronization status for a skill. You also decide whether this skill is classified as a language in Genesys Cloud.

For more information, see <u>Configure Genesys Cloud Skill synchronization</u>.

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 Genesys Cloud 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 Genesys Cloud Admin credentials?

You can change the Genesys Cloud Admin credentials used in the Interaction Administrator Genesys Cloud Configuration tab, for example, when reprovisioning:

1. Ensure the matching Genesys Cloud 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 fix the installation of the AWS certificate?

Historical data upload requires an AWS trusted root certificate. If this is not done, then historical data synchronization from PureConnect to Genesys Cloud does not occur. Installation of the AWS certificate should happen automatically as part of the IC installation.

A properly functioning OS should not require any intervention. However, if your system is not functioning properly or if updates have been restricted, then you may be required to install the certificates that allow PureConnect subsystems to access Genesys Cloud. These are certificates that are available in all modern browsers and which should be available in any modern operating system. As these are Amazon Web Services (AWS) and Starfield Services CA, Genesys does not supply the certificates.

You can find all the relevant information here: https://aws.amazon.com/blogs/security/how-to-prepare-for-aws-move-to-its-own-certificate-authority/. You can obtain the certificates here: https://www.amazontrust.com/repository/.

How do I roll back to CIC 2019 R3 Bridge Server?

This procedure enables you to downgrade from Genesys Cloud Conduit for PureConnect 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 Genesys Cloud 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 Genesys Cloud, 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 you reinstalled the Interactive Intelligence PureCloud Bridge Server.
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**. Clickthe **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."

Appendix A: Other Genesys Cloud for PureConnect features

Information for the requirements, configuration, and setup of other features that require the Genesys Cloud for PureConnect integration is available 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

Genesys Predictive Engagement

- PureConnect Integration with Genesys Predictive Engagement Technical Reference
- Interaction Connect and Genesys Predictive Engagement

WhatsApp

- PureConnect Social Media Technical Reference
- Managing Social Media
- WhatsApp Direct Messages

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*.

Date	Changes
03-March-2016	Initial Release
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.
21-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section..."

23-July-2019	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.
13-September-2019	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*.
27-September-2019	Updated diagram in Communication and data flow diagram. Changed references to PureCloud Collaborate to Single-sign on PureCloud.
01-October-2019	Made developer edits.
07-February-2020	Added content for Cloud Conduit feature. There is a new configuration option and a new appendix for Common Conversation Event Data. As part of an ongoing rebranding effort, changed PureCloud to Genesys Cloud where appropriate in this document.
12-February-2020	Updated Configure Genesys Cloud for PureConnect for renamed check box, now labeled Send AI Conversation Events. Updated Communication and data flow diagram.
18-February-2020	Added information for enabling PureConnect to act as a Genesys Cloud SSO provider. Provided information about configuring the PureConnect environment and included a link to the necessary PureCloud configuration help. Also included an example of using PureConnect credentials to log on to Genesys Cloud. Reorganized this Administrator's Guide as needed.
16-April-2020	Added information for the syncing of Advanced Platform Objects: Workgroups, Skills, and Wrap-up Codes.
27-Apriil-2020	Updated diagram in Communication and data flow diagram topic.
04-May-2020	Added Altocloud and WhatsApp section to PureConnect client application features topic.
06-May-2020	Added Altocloud and WhatsApp sections to Advanced feature requirements, configuration and setup topic.
08-May-2020	Changed link in Advanced feature requirements, configuration, and setup to point to correct Interaction Connect topic.
29-May-2020	Added links to requirements and use information to the PureConnect client application features topic.
03-August-2020	Updated the Genesys Cloud for PureConnect Administrator's Guide for the release of the Genesys Cloud Inbox Notifications feature in Interaction Connect.
20-August-2020	Moved top level content to first topic so it appears in the PDF.
31-August-2020	Updated How do I check Genesys Cloud Integration status and activity? topic. Now mentions ClientIds.
04-September-2020	Updated this Administrator's Guide for the release of Agent Presence synchronization. Also added an Inbox Notifications topic to tie together configuration and use information.
30-September-2020	Updated this Administrator's Guide for the release of the Genesys Cloud Workforce Engagement Management features and requirements.
06-October-2020	Altocloud renamed to Genesys Predictive Engagement. Changed Altocloud to Genesys Predictive Engagement as needed.
08-October-2020	Updated diagram in Communication and Data Flow Diagram.
12-October-2020	Added FAQ: What does it mean to have an org configured for platform integration.
22-October-2020	Added Workforce Engagement view topic which explains the Genesys Cloud Admin button. Updated Workforce Engagement view screen captures to show Genesys Cloud Admin button.

03-November-2020	Updated requirements in Historical Data Upload, added to CIC and Genesys Cloud sections in Workforce Engagement Requirements, and added Documentation Resources to Genesys Cloud Workforce Engagement Management.
06-November-2020	Added explanation of disabling Enforce Scopes setting on the organization to the Configure your organization section of the Configure your Genesys Cloud Organization topic.
07-January-2021	Updated for new Workforce Engagement features in CIC 2021 R1. The integration of PureConnect with Genesys Cloud now supports replication of digital (chats and emails) interactions.
14-January-2021	Completed updates for 2021 R1 Genesys Cloud Engagement features.
4-February-2021	Added Configure Genesys Cloud for SMS Provisioning.
12-February-2021	Made few corrections to the topic Configure Genesys Cloud for SMS Provisioning.