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GENESYS™

Genesys Cloud Workforce Engagement Management for PureConnect

Solutions Guide

Abstract

This document provides an overview of the Genesys Cloud Workforce Engagement Management for PureConnect integration, which provides a Workforce Engagement Management (WEM) solution between PureConnect and Genesys Cloud.

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

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Introduction

Genesys Cloud Workforce Engagement Management for PureConnect is an integration between PureConnect and Genesys Cloud. Workforce Engagement Management (WEM) includes Quality Assurance and Compliance, Employee Performance, and Resource Management disciplines. The initial release of Genesys Cloud Workforce Engagement Management for PureConnect focuses on the Resource Management discipline to allow customers to manage, forecast, and plan staffing. Customers can use the workforce management features in Genesys Cloud to configure business units, management units, service goals, planning groups, and work plans for use with short-term forecasts, schedules, and more. The initial release provides an alternative cloud-based solution to scheduling and forecasting in Interaction Optimizer and is available to both on-premises and cloud PureConnect customers.

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

The primary focus of the initial release includes these features:

- **Interaction replication**: Voice interaction (calls and callbacks) and digital (chats and emails) data is replicated from PureConnect to Genesys Cloud. Replicated interactions within the Genesys Cloud organization are then available for access and for metrics from the Interaction and related Workforce Management views in Genesys Cloud.
- **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**: An administrator can upload up to three years' worth of historical data from PureConnect to Genesys Cloud. This historical data enables Genesys Cloud Workforce Management components to create forecasts and schedules.
- **Genesys Cloud access**: PureConnect administrators, supervisors, and agents can access Workforce Management features directly in Genesys Cloud.
- **Inbox Notifications**: Supervisors or other managers can manage time off requests and shift-trade requests in Genesys Cloud. Interaction Connect alerts agents 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.

Benefits of Genesys Cloud Workforce Engagement Management for PureConnect include:

- PureConnect remains the source platform.
- PureConnect users can log on to Genesys Cloud by using their PureConnect credentials through a Single Sign-On provider (SSO).
- ACD routing of interactions remains on PureConnect and agents continue to accept interactions the same as they do today.
- One-click redirect from Interaction Connect to Genesys Cloud for administrators and supervisors to manage Genesys Cloud organization and replicated interactions.
- Workforce Engagement view in Interaction Connect allows administrators to monitor Genesys Cloud configuration and status of synchronized objects.
- Supervisors can switch to using the Genesys Cloud Workforce management feature suite.
- Agents use the My Performance view in Genesys Cloud to manage their workforce management activities.
- Interaction Connect notifies agents of workforce management activities.

Documentation Resources

Use the following documentation resources for additional information about the integration.

See this documentation:	For:
Genesys Cloud for PureConnect Administrator's Guide	Information about requirements and configuration of Genesys Cloud for PureConnect and the integration.
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.

Purchase of Resource Management Product Offering on Genesys Cloud

Genesys Cloud Workforce Engagement Management for PureConnect requires the purchase of the Workforce Engagement Resource Management product offering on Genesys Cloud. This product offering includes Workforce Management features including forecasting and scheduling.

> **Important**: The CIC server requires a new feature license for Resource Management Enablement on PureConnect. This license is obtained by ordering the zero-cost Genesys Cloud WEM for PureConnect part for both on-premises and subscription customers. Contact your Genesys account manager for more details.

Configuration of Genesys Cloud Workforce Engagement Management for PureConnect

Genesys Cloud Workforce Engagement Management for PureConnect requires configuration in PureConnect and Genesys Cloud. For more information about requirements and configuration, see Genesys Cloud Workforce Engagement in the *Genesys Cloud for PureConnect Administrator's Guide*.

> **Note**: This package is available for purchase on Genesys Cloud as part of the 2021 R1 pilot program for selected customers. To learn more about this piloting program, contact your Genesys account manager.

Requirements

The requirements for Genesys Cloud Workforce Engagement Management include the Genesys Cloud for PureConnect integration and additional CIC and Genesys Cloud requirements. For more information about Genesys Cloud for PureConnect integration, see Genesys Cloud for PureConnect requirements and Genesys Cloud for PureConnect configuration in the *Genesys Cloud for PureConnect Administrator's Guide*.

For more information about the additional CIC and Genesys Cloud requirements, see the following sections in see Workforce Engagement Requirements in the *Genesys Cloud for PureConnect Administrator's Guide*:

- CIC requirements
- Genesys Cloud requirements
- PureConnect licenses
- Genesys Cloud permissions
- Interaction Administration configuration
- Server parameters for data uploads

Interaction Replication

Voice interaction (calls and callbacks) and digital interaction (chats and emails) data is replicated from PureConnect to Genesys Cloud. Replicated interactions within the Genesys Cloud organization are then available for access and for metrics from the Interaction and related Workforce Engagement views in Genesys Cloud. For more information about interaction replication and configuration, see Interaction Replication in the *Genesys Cloud for PureConnect Administrator's Guide*.

Agent Presence

Agent presence events sync from PureConnect into Genesys Cloud. This syncing 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. For more information about agent presence, requirements, agent status, and routing status, see Agent Presence, in the *Genesys Cloud for PureConnect Administrator's Guide*.

Historical Data Upload

An administrator can upload up to three years' worth of historical data from PureConnect to Genesys Cloud. This historical data enables Genesys Cloud Workforce Management components to create forecasts and schedules. For more information about historical data upload and configuration, see Historical Data Upload in the *Genesys Cloud for PureConnect Administrator's Guide*.

Inbox Notifications

Supervisors 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. Interaction Connect alerts agents 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. For more information about inbox notifications, configuration, and the agent experience, see Inbox Notifications, in the *Genesys Cloud for PureConnect Administrator's Guide*.

Overview of Configuration and Workflow

After your organization starts using Genesys Cloud Workforce Engagement, administrators, supervisors, and agents perform their work in both PureConnect and Genesys Cloud. For more information about workflow changes, see User Responsibilities and Workflows in this guide.

The following diagram provides an overview of configuring and using Genesys Cloud Workforce Engagement Management.

PureConnect.   **Genesys Cloud.**

PureConnect	Genesys Cloud
Upgrade to the 2021 R1 Release. Apply updated server license with Genesys Cloud Workforce Engagement Enablement	Purchase the Resource Management package on Genesys Cloud for Workforce Engagement on PureConnect Enablement
Verify pre-requisites and configure your Genesys Cloud Organization	Explore and Learn about Workforce Management and accessing Interactions within Genesys Cloud
Enable User and Advanced Object Syncing. Assign Workforce Engagement Administrator Rights to Supervisors	Users / Objects / Presence Data will start syncing to Genesys Cloud
Verify Genesys Cloud Configuration Health and address any configuration issues	Assign Roles and Divisions for synchronized users within Genesys Cloud
Upload up to 3 years of WFM historical data to Genesys Cloud	

> **Once all verified and configured, select Enable Interaction Replication to replicate interactions and "turn on" Genesys Cloud Workforce Engagement for PureConnect**

PureConnect	Genesys Cloud
If using Interaction Optimizer, establish switchover date to stop forecasting and scheduling your workforce	View Replicated Interactions within the Interaction Views and monitor Real-time Adherence for your workforce
Switch to managing replicated interactions and managing your workforce from within the Workforce Management feature suite	Within Workforce Management, start forecasting and scheduling your workforce
Manage the health of the Genesys Cloud Workforce Engagement Configuration and Synchronized objects	Agents start to access their My Performance View for Workforce Management work items

User Responsibilities and Workflows

After the configuration of Genesys Cloud Workforce Engagement Management for PureConnect is complete, the workflow for administrators, supervisors, and agents changes. The following sections provide an overview of the work that administrators, supervisors, and agents perform in PureConnect and Genesys Cloud.

[Administrators](#)

[Supervisors](#)

[Agents](#)

Administrators

In PureConnect, administrators:
- Maintain the Genesys Cloud configuration.
- Maintain the Genesys Cloud Workforce Engagement configuration.
- Maintain CIC server configuration.
- Monitor the status of Genesys Cloud Workforce Engagement. For more information, see [Genesys Cloud Configuration Status](#) in the *Genesys Cloud for PureConnect Administrator's Guide*.

In Genesys Cloud, administrators:
- Maintain Genesys Cloud organization. For more information, see [Configure your Genesys Cloud Organization](#) in the *Genesys Cloud for PureConnect Administrator's Guide*.

  > **Note**: On initial activation of your Genesys Cloud organization, the provisioning process allows an authenticated connection between the CIC Server and Genesys Cloud for Workforce Engagement. This process may take up to 6 hours to complete. Synchronization errors may occur prior to the completion of the provisioning process.

  > To establish the authenticated connection between the CIC server and Genesys Cloud, disable **Enforce Scopes** on the Genesys Cloud organization that is configured for Workforce Engagement in Interaction Administrator. For more information, see [Configure your Genesys Cloud Organization](#) in the *Genesys Cloud for PureConnect Administrator's Guide*.

- Create and configure divisions. Administrators must consider how to group the business units, countries, and office locations in the Genesys Cloud organization. In Genesys Cloud, administrators can separate and group organizational units (that become configuration objects) into separate divisions. A division is a way to group and segregate these objects but keep them inside the same organization. After creating and configuring divisions, administrators can use roles to grant user access to divisions, and thus the objects in each division.

  Genesys recommends administrators create divisions prior to enabling the replication of interactions to ensure that interactions are replicated to the appropriate division. Do not create divisions for agent groups or virtual agent groups, as Genesys Cloud does not recognize these as configuration objects. For more information about divisions, see [Divisions overview](#) in the Genesys Cloud Resource Center.

- Assign user roles to grant access to functionality. For more information, see [Roles and permissions overview](#) in the Genesys Cloud Resource Center.

  > **Note**: All users synchronized to Genesys Cloud are assigned only the default role of **Employee**. We recommend that an administrator also assign the:
  > --**PureCloud User** role to agents.
  > --**PureCloud User**, **Multi-Platform Supervisor**, and **Planner Admin** roles to supervisors.

- View users, queues, skills, and languages. See [Create and configure queues](#) in the Genesys Cloud Resource Center. See [User skills overview](#) in the Genesys Cloud Resource Center.
- Configure a single sign-on provider for PureConnect. For more information, see [About single sign-on (SSO)](#) in the Genesys Cloud Resource Center.

Supervisors

In PureConnect, supervisors:
- Manage workgroups, queue media, and agent membership.
- Manage skills and languages.
- Determine when to stop forecasting and scheduling agents in PureConnect, if using Interaction Optimizer.

In Genesys Cloud, supervisors:

Provide training to users and start using the Workforce Management features in Genesys Cloud for daily management of workforce. For more information, see About workforce management in the Genesys Cloud Resource Center. These features include:
- Viewing replicated interactions and running analytics. See View an interaction's details in the Genesys Cloud Resource Center.
- Setting up divisions, business units, management units, planning group, and activity codes.

    Note: Supervisors must add agents to a management unit in order to manage their schedule and adherence information. See Work with management units in the Genesys Cloud Resource Center.

- When creating and configuring divisions,Supervisors and administrators must consider how to group the business units, countries, and office locations in the Genesys Cloud organization. In Genesys Cloud, Supervisors that been assigned the Admin role or the administrators can separate and group organizational units (that become configuration objects) into separate divisions. A division is a way to group and segregate these objects but keep them inside the same organization. After creating and configuring divisions, administrators can use roles to grant user access to divisions, and thus the objects in each division.

    Genesys recommends administrators create divisions prior to enabling the replication of interactions to ensure that interactions are replicated to the appropriate division. Do not create divisions for agent groups or virtual agent groups, as Genesys Cloud does not recognize these as configuration objects. For more information about divisions, see Divisions overview in the Genesys Cloud Resource Center.

- Managing forecasts, schedules, time off requests, shift trades, intraday, real-time and historical adherence.
- Accessing advanced workforce engagement management features.

Agents

In PureConnect, agents:
- Continue to accept interactions in Interaction Connect.
- Receive notification of Genesys Cloud work times such as shift trades, schedule changes, and evaluations. For more information, see Inbox Notifications in the *Genesys Cloud for PureConnect Administrator's Guide*.

In Genesys Cloud, agents:
- View real-time adherence, view schedules, work with shift trades, and manage time off. For more information, see About workforce management for agents in the Genesys Cloud Resource Center.
- Access My Performance views. See My performance views overview in the Genesys Cloud Resource Center and Inbox Notifications in the *Genesys Cloud for PureConnect Administrator's Guide*.

Architecture

Architectural Diagram for Genesys Cloud Workforce Engagement Management
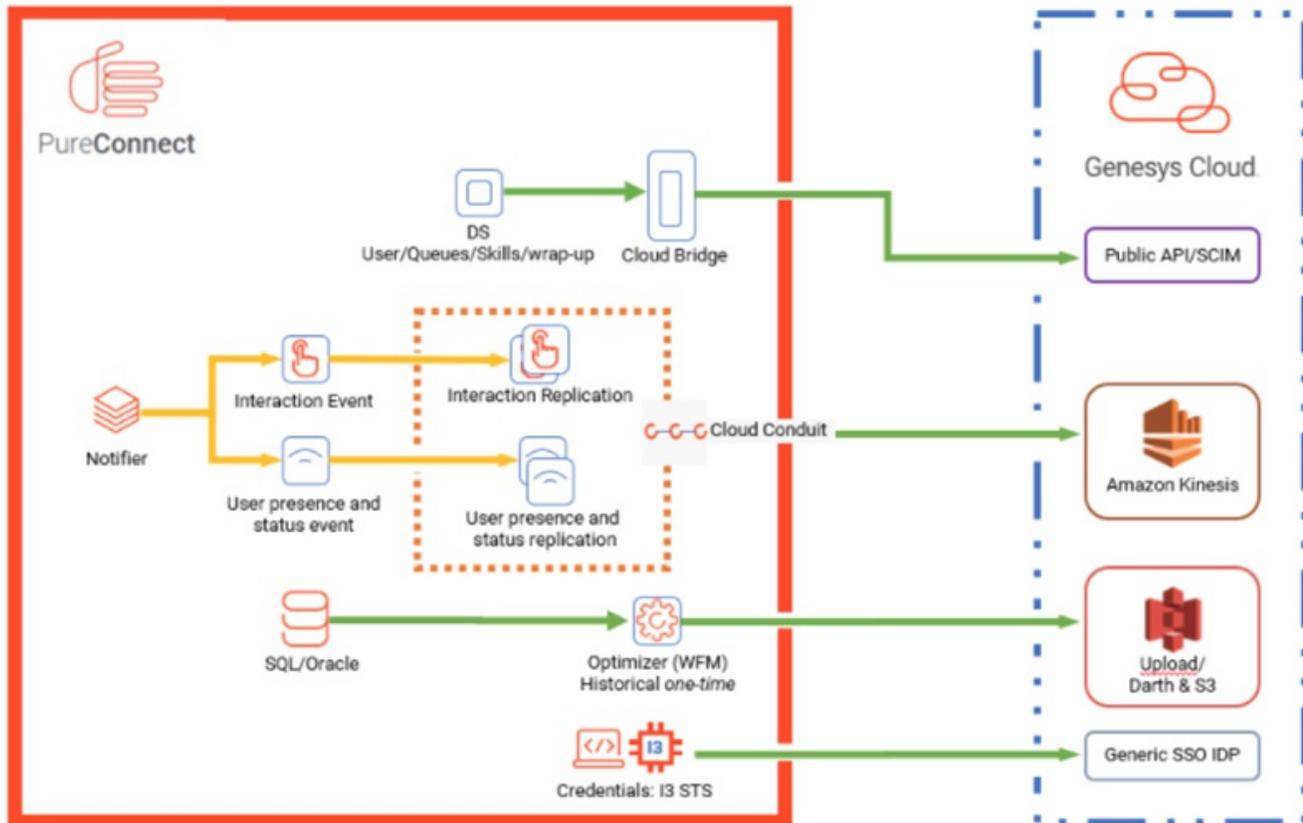
Network and Security Diagram for Genesys Cloud Workforce Engagement Management
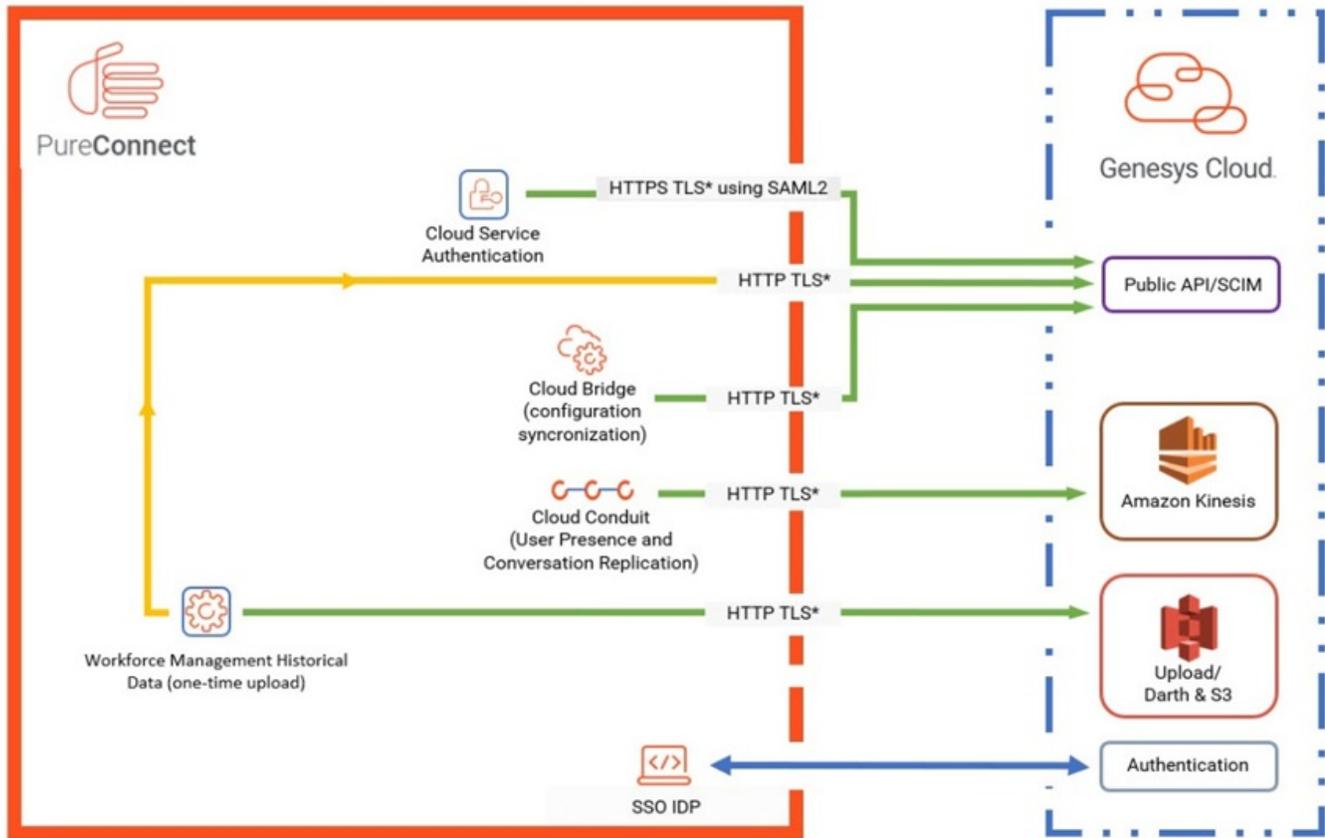

*All traffic should operate using Transport Layer Security (TLS) v1.2 but can operate using TLSv1.0 for Amazon Kinesis and Amazon S3. For more information, see Infrastructure security in Kinesis Data Streams and Infrastructure security in Amazon S3 in the Amazon Web Service Developer Guide.

For Genesys Cloud, TLSv1.1 is the minimum version. For more information, see Deprecation: TLS 1.0 for data actions in the Genesys Cloud Resource Center.

For CIC, TLSv1.0 is the minimum version. CIC can support up to TLSv1.2. For more information about using TLS 1.2, see Transport Layer Security (TLS) in CIC (**Set the minimum version of TLS for CIC section**) in the *Security Features Technical Reference*.

Architectural Diagram for Workforce Management Historical Data Upload
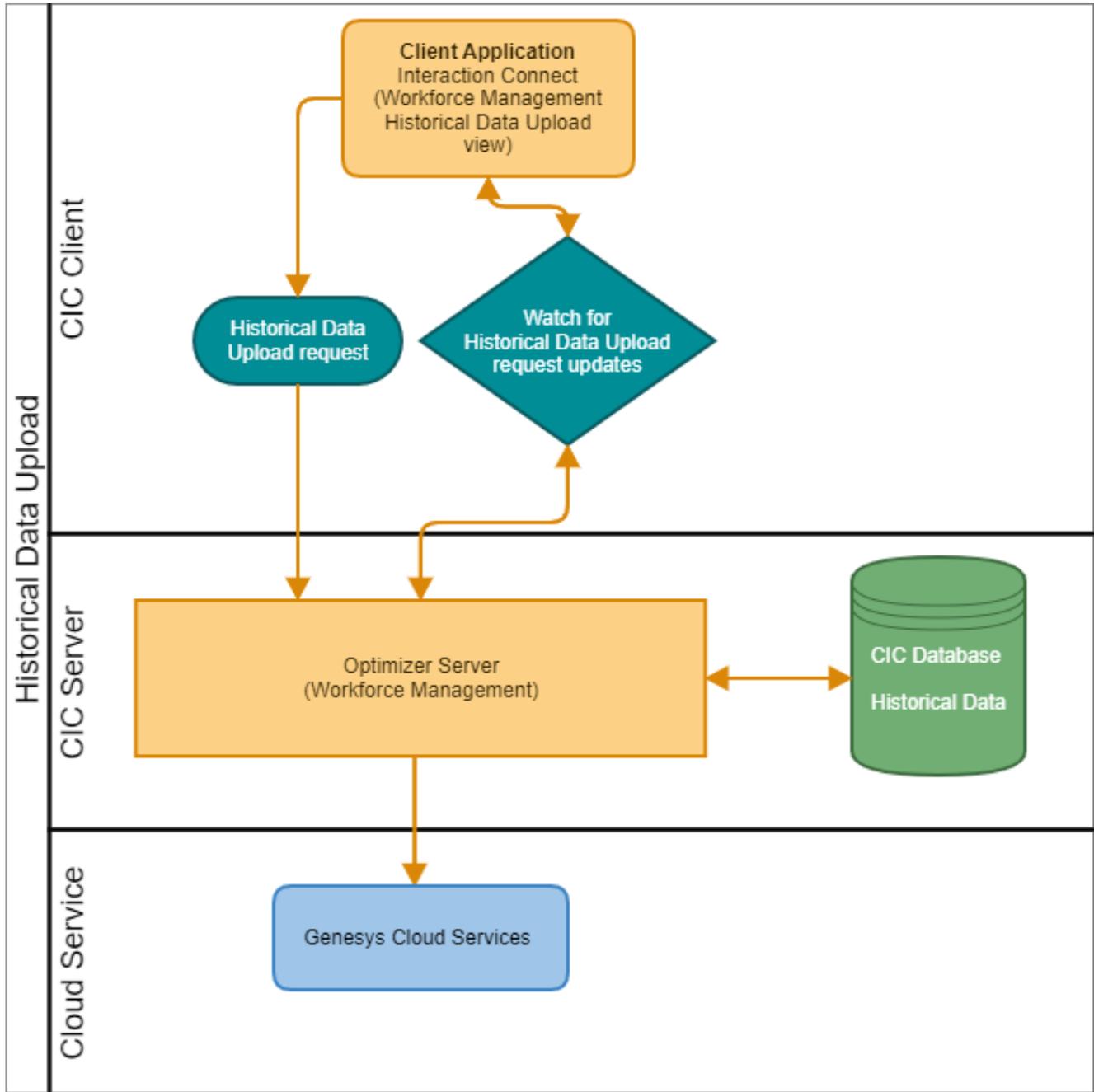
Troubleshooting

Agent Presence Issues

Use the following troubleshooting information to resolve issues with Genesys Cloud Workforce Engagement for PureConnect. For further assistance in troubleshooting issues, contact Customer Care.

Begin troubleshooting the Genesys Cloud Workforce Engagement Management for PureConnect integration by ensuring the following requirements are met:

- Accepted into the Genesys Cloud Workforce Engagement Management for PureConnect pilot program.
- Purchased the required sellable parts for Resource Management on Genesys Cloud Workforce Management and Genesys Cloud Workforce Engagement enablement for PureConnect.
- Upgraded to the PureConnect 2021 R1 release for all server and client applications.
- Applied the Genesys Cloud Workforce Engagement Resource Management Enablement feature license to the CIC server.

Review the following documentation for help in troubleshooting:

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

Issue	Details	What To Do
Agent presence status is not the same between PureConnect and Genesys Cloud.	User is in an incorrect status in the Real-time Adherence (RTA) view in Genesys Cloud from how their status appears in PureConnect. User is in a correct status but is out of adherence in the Real-time Adherence (RTA) view in Genesys Cloud based on their status in PureConnect. The presence indicator in Genesys Cloud is not synchronized to PureConnect presence status value.	Check Genesys Cloud Configuration Health for status of Cloud Conduit. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Check that all users are configured with an email address and optional display name. For more information about the user information to configure, see Types of information synced to Genesys Cloud in the *Genesys Cloud for PureConnect Administrator's Guide*. Check Genesys Cloud Configuration Health for status of object synchronization. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*.
Agent routing status is not the same between PureConnect and Genesys Cloud.	Routing status is not correct in the Real-time Adherence (RTA) view in Genesys Cloud based on how their status appears in PureConnect.	Check Genesys Cloud Configuration Health for status of Cloud Conduit. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Check that all users are configured with an email address and optional display name. For more information about the user information to configure, see Types of information synced to Genesys Cloud in the *Genesys Cloud for PureConnect Administrator's Guide*. Check Genesys Cloud Configuration Health for status of object synchronization. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*.

Genesys Cloud and Workforce Engagement Configuration Issues

Use the following troubleshooting information to resolve issues with Genesys Cloud Workforce Engagement for PureConnect. For further assistance in troubleshooting issues, contact Customer Care.

Begin troubleshooting the Genesys Cloud Workforce Engagement Management for PureConnect integration by ensuring the following requirements are met:

- Accepted into the Genesys Cloud Workforce Engagement Management for PureConnect pilot program.
- Purchased the required sellable parts for Resource Management on Genesys Cloud Workforce Management and Genesys Cloud Workforce Engagement enablement for PureConnect.
- Upgraded to the PureConnect 2021 R1 release for all server and client applications.
- Applied the Genesys Cloud Workforce Engagement Resource Management Enablement feature license to the CIC server.

Review the following documentation for help in troubleshooting:

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

Issue	Details	What To Do
Genesys Cloud API Health / Configuration is invalid or displaying errors.	The connection to Genesys Cloud is down, not properly configured with your network architecture, or there is an invalid configuration option on the Genesys Cloud organization. View errors in the Integration Health tab in Interaction Administrator and in the Workforce Engagement view in Interaction Connect.	Ensure that green lights appear for your region at https://status.mypurecloud.com/. Ensure that the CIC system is configured to allow the connection to Genesys Cloud. Verify **Enable Scopes** is **OFF** on the Genesys Cloud organization. See Configure your Genesys Cloud Organization in the *Genesys Cloud for PureConnect Administrator's Guide*.
A user is unable to add or view the Workforce Engagement view in Interaction Connect.	From the **Add Views** dialog box in Interaction Administrator, the user cannot select or view **Workforce Engagement** under **Administration**.	Verify that the CIC server is upgraded to the 2021 R1 release including all server and client applications. Verify that Off-Server Session Manager (OSSM) is upgraded to the 2021 R1 release. Verify that the required Genesys Cloud Workforce Engagement Resource Management Enablement feature license is applied to the CIC server. **Genesys Cloud Workforce Engagement Administrator** security right is assigned to the user.
The **Genesys Cloud Admin** button is disabled on the Workforce Engagement Administrator view in Interaction Connect.	Clicking the **Genesys Cloud Admin** button in the Workforce Engagement Administrator view in Interaction Connect does not access the Genesys Cloud Administration view.	Verify that the user is configured for Genesys Cloud and includes an email address. See Genesys Cloud for PureConnect requirements (PureConnect Users) in the *Genesys Cloud for PureConnect Administrator's Guide*. Verify that the Genesys Cloud organization is properly configured in Interaction Administrator. For more information about the Genesys Cloud Admin button, see Workforce Engagement view in the *Genesys Cloud for PureConnect Administrator's Guide*.
In Interaction Connect, the Health Overview section of the Workforce Engagement view shows failed synchronization events.	Events and messages that fail to synchronize to Genesys Cloud are not sent again and are discarded. These failures relate to communication with Amazon Web Services (AWS). For more information, see Health Overview in the *Genesys Cloud for PureConnect Administrator's Guide*.	Check the status of Genesys Cloud Configuration in the Workforce Engagement view in Interaction Connect. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Ensure that green lights appear for your region at https://status.mypurecloud.com/. Ensure that the CIC system is configured to allow the connection to Genesys Cloud. Verify **Enable Scopes** is **OFF** on the Genesys Cloud organization. See Configure your Genesys Cloud Organization in the *Genesys Cloud for PureConnect Administrator's Guide*. Check the status of Genesys Cloud Conduit in the Integration Health tab in Interaction Administrator. Verify CloudConduit is active and running as expected. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Review the CloudConduit logs for **PutRecords request validation error** trace statements.

Interaction Replication Issues

Use the following troubleshooting information to resolve issues with Genesys Cloud Workforce Engagement for PureConnect. For further assistance in troubleshooting issues, contact Customer Care.

Begin troubleshooting the Genesys Cloud Workforce Engagement Management for PureConnect integration by ensuring the following requirements are met:

- Accepted into the Genesys Cloud Workforce Engagement Management for PureConnect pilot program.
- Purchased the required sellable parts for Resource Management on Genesys Cloud Workforce Management and Genesys Cloud Workforce Engagement enablement for PureConnect.
- Upgraded to the PureConnect 2021 R1 release for all server and client applications.
- Applied the Genesys Cloud Workforce Engagement Resource Management Enablement feature license to the CIC server.

Review the following documentation for help in troubleshooting:

- [Configuration of Genesys Cloud Workforce Engagement Management for Genesys Cloud](#) in this guide.
- Genesys Cloud Workforce Engagement Management for PureConnect Solution Guide.
- [Genesys Cloud for PureConnect Configuration](#) and [Genesys Cloud Workforce Engagement](#) in the *Genesys Cloud for PureConnect Administrator's Guide*.

Issue	Details	What To Do
Cannot enable interaction replication within Interaction Connect or cannot find this option.	The Workforce Engagement view in Interaction Connect allows an administrator to enable interaction replication. Access to this view requires the **Genesys Cloud Workforce Engagement Administrator** security right.	Verify configuration and deployment of Interaction Connect and PureConnect web server. Verify all system components are upgraded to PureConnect 2021 R1. Verify that the **Genesys Cloud Workforce Engagement Administrator** security right is assigned to the user trying to enable interaction replication. See Workforce Engagement Requirements in the *Genesys Cloud for PureConnect Administrator's Guide*.
Interactions are not replicating to Genesys Cloud.	The interaction replication functionality will be released in phases. • PureConnect 2020 R4 supports voice-only (calls and callbacks) interactions. • PureConnect 2021 R1 supports voice (calls and callbacks) and digital (chats and emails) interactions. This is the preferred release for the pilot program. Examples of supported scenarios with the PureConnect 2021 R1 release: • External conferences. • Blind transfers. • Consult transfers. • Intercom conferences. • Transfers to offline users are replicated to Genesys Cloud as voicemail or IVR segment. • After Call Work (AWC). • Chat conferences are replicated to Genesys Cloud as separate interactions. Genesys Cloud does not support conferences for chat interactions. • Emails. With originating inbound and outbound emails, a single address is replicated to Genesys Cloud to represent the sender and the recipient. The first email address listed in the To field will be the value replicated.	Check the status of Genesys Cloud Configuration in the Workforce Engagement view in Interaction Connect. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Check that interaction replication is enabled. See Interaction Replication in the *Genesys Cloud for PureConnect Administrator's Guide*. Check the status of Genesys Cloud Conduit in the Integration Health tab in Interaction Administrator. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Check the status of object synchronization in the Integration Health tab in Interaction Administrator or the Workforce Engagement view in Interaction Connect. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*.
Not all interactions appear in Genesys Cloud.	The PureConnect 2021 R1 release of Genesys Cloud Workforce Engagement Management for PureConnect supports replication of voice (calls and callbacks) and digital (chats and emails) interactions.	See details of supported scenarios in **Interactions are not replicating to Genesys Cloud** in this section.
Details of replicated interactions in Genesys Cloud are missing.	Certain details of replicated interactions may not display in Genesys Cloud.	See details of supported scenarios in **Interactions are not replicating to Genesys Cloud** in this section. If the interaction is disconnected in PureConnect but is live in Genesys Cloud, follow the What To Do steps listed for **Some Interactions are not replicating across to Genesys Cloud** to determine if events were sent.

Object Synchronization and Configuration Issues

Use the following troubleshooting information to resolve issues with Genesys Cloud Workforce Engagement for PureConnect. For further assistance in troubleshooting issues, contact Customer Care.

Begin troubleshooting the Genesys Cloud Workforce Engagement Management for PureConnect integration by ensuring the following requirements are met:

- Accepted into the Genesys Cloud Workforce Engagement Management for PureConnect pilot program.
- Purchased the required sellable parts for Resource Management on Genesys Cloud Workforce Management and Genesys Cloud Workforce Engagement enablement for PureConnect.
- Upgraded to the PureConnect 2021 R1 release for all server and client applications.
- Applied the Genesys Cloud Workforce Engagement Resource Management Enablement feature license to the CIC server.

Review the following documentation for help in troubleshooting:

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

Issue	Details	What To Do
Users, workgroups, queues, wrap-up codes, skills and languages are not syncing to Genesys Cloud.	The status of a synchronized object shows incomplete or an error appears in the: • Workforce Engagement view in Interaction Connect. • The Genesys Cloud Integration Health tab in the Interaction Administrator.	View the synchronization details in the Integration Health tab in Interaction Administrator. Select a Health Item and click **Details**. See How do I check Genesys Cloud Integration status and activity? in the *Genesys Cloud for PureConnect Administrator's Guide*. Configuration changes may be required to resolve errors.
Skills and languages are not syncing to users in Genesys Cloud.	A configuration option is required in order for skills to synchronize to Genesys Cloud as a language. The Genesys Cloud organization requires proper provisioning.	Review all skills in CIC and indicate which skills to synchronize as a language by setting the **Treat as Language** check box. For more information, see Configure Genesys Cloud Skill synchronization in the *Genesys Cloud for PureConnect Administrator's Guide*. Verify that the Genesys Cloud organization configured within the Genesys Cloud container in Interaction Administrator is provisioned with the **Resource Management** product key and **ContactCenter** feature.
Skills are not properly syncing to users after switching the Genesys Cloud organization configured in Interaction Administrator.	Skills are configured and synchronized properly to Genesys Cloud in the Integration Health tab in Interaction Administrator when switching to a Genesys Cloud organization that was previously configured with a CIC server. However, in the Genesys Cloud organization these skills are not visible and previously configured skills are deleted.	Review all skills in the CIC system and verify that the skills are properly synchronized by viewing the Integration Health tab in Interaction Administrator. Verify if all the skills are properly synchronized on the organization within Genesys Cloud. Recommendation: Once a Genesys Cloud organization is configured on the CIC Server, do not switch to a different organization. Configuring multiple organizations on the same CIC server can results in synchronization issues.
Skills or languages are not syncing to queues in Genesys Cloud.	Queues in Genesys Cloud do not list skills or languages.	Queues do not have skills or languages in Genesys Cloud. Synchronized users in Genesys Clould automatically receive any skills and languages from the assoicated PureConnect queues.
Users cannot log in to Genesys Cloud with their PureConnect credentials.	Users cannot log in to Genesys Cloud with single sign-on.	If PureConnect is enabled as a Genesys Cloud single sign-on provider, review the i3sts logs in PureConnect to verify the single sign-on configuration is valid. If PureConnect is not enabled as a Genesys Cloud single sign-on provider, see how to Enable PureConnect as a Genesys Cloud single sign-on provider in the *Genesys Cloud for PureConnect Administrator's Guide*.
Agents are not notified of their Genesys Cloud schedule changes in Interaction Connect.	Notifications appear as a sunburst badge on the Inbox icon Interaction Connect.	Check if the client machine running Interaction Connect can access Genesys Cloud. Click the **Inbox** icon to launch the My Performance view in Genesys Cloud. If the client machine cannot access the My Performance view, ensure that the appropriate roles and permissions for workforce management tasks are assigned to the agent in Genesys Cloud. If the client machine can access My Performance view, review the browser logs. Click the user name in Interaction Connect and save logs before contacting Customer Care.

Workforce Management Historical Data Upload Issues

Use the following troubleshooting information to resolve issues with Genesys Cloud Workforce Engagement for PureConnect. For further assistance in troubleshooting issues, contact Customer Care.

Begin troubleshooting the Genesys Cloud Workforce Engagement Management for PureConnect integration by ensuring the following requirements are met:

- Accepted into the Genesys Cloud Workforce Engagement Management for PureConnect pilot program.
- Purchased the required sellable parts for Resource Management on Genesys Cloud Workforce Management and Genesys Cloud Workforce Engagement enablement for PureConnect.
- Upgraded to the PureConnect 2021 R1 release for all server and client applications.
- Applied the Genesys Cloud Workforce Engagement Resource Management Enablement feature license to the CIC server.

Review the following documentation for help in troubleshooting:

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

Issue	Details	What To Do
The historical data upload failed.	A failed status is listed for the historical data upload in the Workforce Engagement view in Interaction Connect under **Workforce Management Historical Data Upload**. The status appears in the **Previous Historical Data Upload Requests** section.	Check Genesys Cloud Configuration Health to verify that no errors occurred for object synchronization. Check if workgroups (queues) and skills/languages synchronized with no errors. Verify the historical data upload status is successful. If an upload request fails, click the question mark for more information. Display help for the Workforce Engagement view for more explanation of possible errors. See Historical Data Upload in the *Genesys Cloud for PureConnect Administrator's Guide*.
Genesys Cloud forecast are not reflecting historical data imported from PureConnect.	The Automatic Best Method in Genesys Cloud is not using historical data imported from PureConnect.	Verify upload status is complete. See Historical Data Upload in the *Genesys Cloud for PureConnect Administrator's Guide*. The planning group route path does not automatically populate for data imported to Genesys Cloud workforce management features. The planning supervisor can identify desired route paths and manually build the route paths in Genesys Cloud. See Planning groups overview in the Genesys Cloud Resource Center. In Genesys Cloud, verify that the Automatic Best Method is used to leverage the historical data imported from PureConnect. Historical data imported from PureConnect is processed nightly as part of the Automatic Best Method pipeline processing. The historical data is not leveraged by forecasting until the nightly processing is complete.
Automatic route path is not displayed for historical data uploaded from PureConnect.	In the Genesys Cloud workforce management forecasting feature suite, the route paths are not automatically created or displayed after the historical data uploaded from PureConnect has been processed.	The planning group route path does not automatically populate for data imported to Genesys Cloud workforce management features. The planning supervisor can identify desired route paths and manually build the route paths in Genesys Cloud. See Planning groups overview in the Genesys Cloud Resource Center.

Change log

The following table lists the changes to the *Genesys Cloud Workforce Engagement Management for PureConnect Solution Guide* since its initial release.

Date	Change
28-September-2020	Created document
07-January-2021	Updated topics to include digital (chats and emails) interactions.
18-March-2021	Updated change comments in Administrators and Supervisors Solution Guides