



Genesys Cloud API Integration

Instructions for UCA historical data connection

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2 Introduction

These instructions are to be used to complete the necessary configuration of the Genesys Cloud AKA PureCloud required to allow the UCA Historic Data Application to extract required Analytical data from your dedicated Genesys Cloud instance. This guide is intended for Genesys Cloud Administrators and requires admin privileges within Genesys Cloud to perform each task. This integration will require its own unique OAuth ID / Secret pair to be generated in the Genesys Cloud administration console. After completing the configuration, you will be required to complete a table of information and email the contents of this table to UC Architects for final provisioning.

3 Generic Integration Information

3.1 Find out your Genesys Cloud Region

Your Genesys Cloud region will determine the URLs used in the integrations between UCA and Genesys Cloud. There are six Genesys Cloud regions. If you do not know your region, please refer to your login URL to determine the corresponding region, as below:

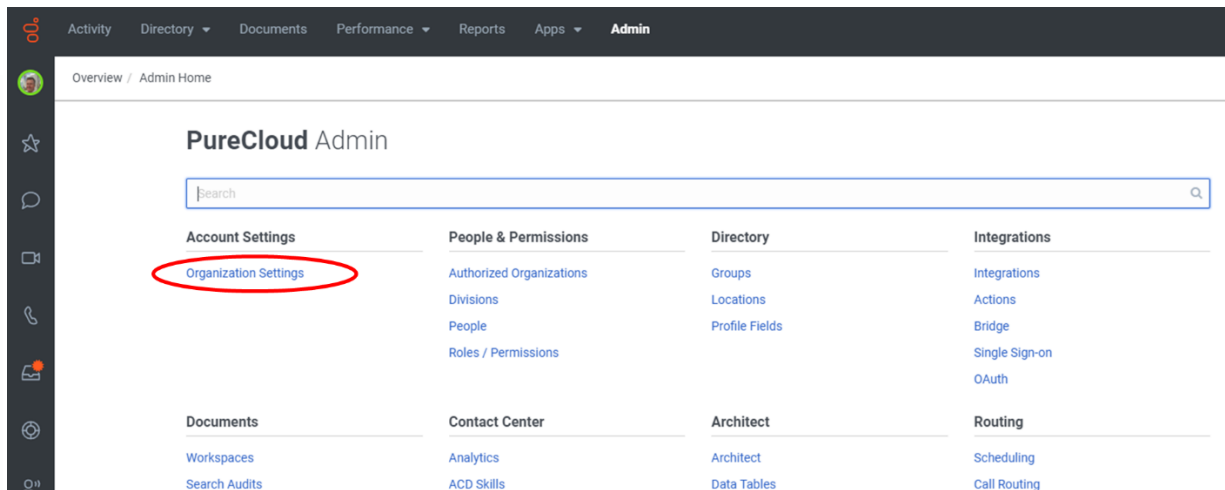
Login domain	Region Name	Region Code
login.mypurecloud.com.au	Asia Pacific (Sydney)	au
login.mypurecloud.jp	Asia Pacific (Tokyo)	jp
login.mypurecloud.ie	EU (Ireland)	eu
login.mypurecloud.de	EU (Frankfurt)	eucentral
login.mypurecloud.com	US East (N. Virginia)	useast
login.usw2.pure.cloud	US West (Oregon)	uswest

Please refer to <https://help.mypurecloud.com/articles/aws-regions-for-purecloud-deployment/> for more information about Genesys Cloud regions.

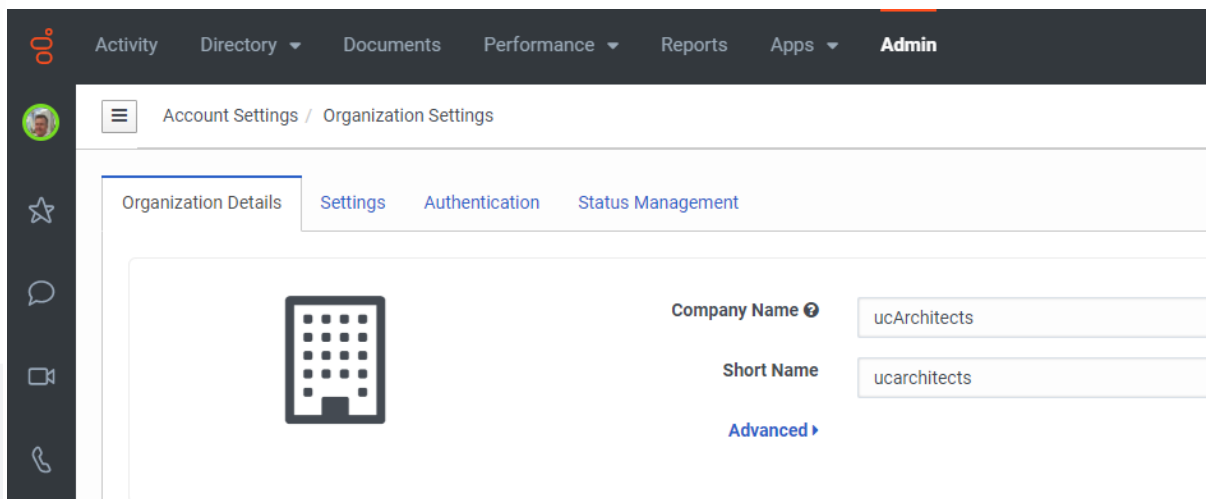
3.2 Find out your Organization short name

The Organization short name is stored in the Account settings. It is a unique name which is used by UCA to uniquely identify the Genesys Cloud organization.

- a) Login to Genesys Cloud and select **Admin**.



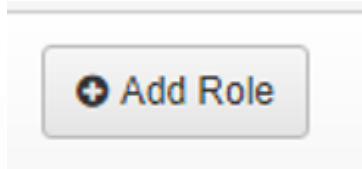
- b) Under **Account Settings**, click **Organization Settings**.
c) The Organization short name is listed on the **Organization Details** tab (please keep in mind that this name is always in lowercase)



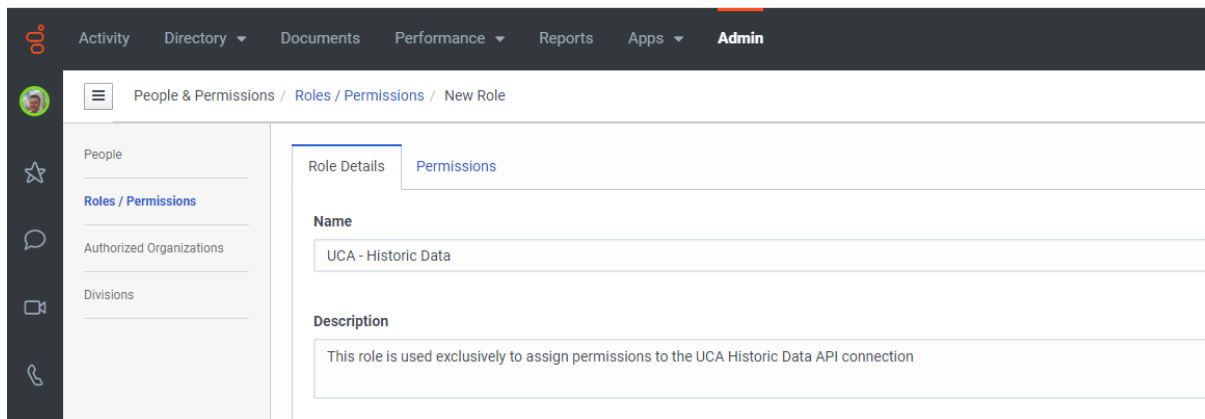
NOTE: Your Organization Short Name should not contain any special characters or spaces

3.3 Create a Role

- 1) Log on to Genesys Cloud and select **Admin**
- 2) Click **Roles/Permissions** under *People & Permissions*
- 3) Click **Add Role**



- 4) In the Role Details tab, provide a Name and Description that can be used to easily identify this credential. In this example, we use the name "UCA – Historic Data", however you can provide whatever name is suitable for your organization's naming conventions.



- 5) Click the **Permissions** tab and assign permissions defined in the table below.
 - a) Enter the *Permission Name* into the **Permission** search field
 - b) Select the checkbox for the required *Permission Level*
- 6) Once all the permissions have been selected, click **Save**.

NOTE: All Outbound Permissions listed must be provided, even if your organization does not use outbound campaigns. The account being used to assign these permissions to the OAuth credential must already have these permissions assigned to itself.

#	Type	Permission Name	Permission Level
1	Analytics	Conversation Detail	View
2	Analytics	Conversation Aggregate	View
3	Analytics	Conversation properties	All Permissions
4	Analytics	Evaluation Aggregate	View
5	Analytics	Queue Observation	View
6	Analytics	User Aggregate	View
7	Analytics	User Detail	View
8	Analytics	User observation	View
9	Authorization	Grant	View
10	Directory	User	View
11	Directory	User profile	View
12	Outbound	Campaign sequence	View
13	Outbound	Campaign	View
14	Outbound	Contact list	View
15	Outbound	Contact	View
16	Outbound	Response set	View
17	Outbound	Wrap up code mapping	View
18	Routing	Queue	View
19	Routing	Queue	Join
20	Routing	Queue	Search
21	Routing	Wrap up code	View
22	Quality	Evaluation Form	View
23	Quality	Evaluation	View

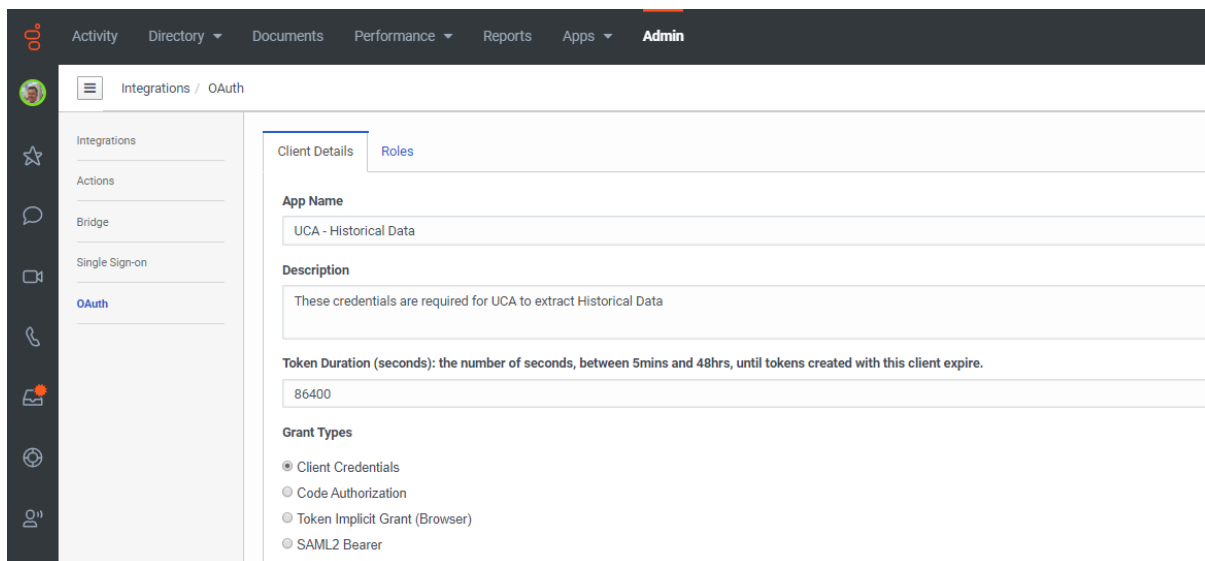
#	Type	Permission Name	Permission Level
24	Workforce Management	Agent	View
25	Workforce Management	Agent	Edit
26	Workforce Management	Historical Adherence	View
27	Workforce Management	Adhoc Forecast	View
28	Workforce Management	Agent Schedule	View
29	Workforce Management	Intraday Monitoring	View
30	Workforce Management	Agent Schedule Notification	View
31	Workforce Management	Activity Code	View
32	Workforce Management	Management Unit	View
33	Workforce Management	Management Unit	Edit
34	Workforce Management	Schedule	View
35	Workforce Management	Published Schedule	View
36	Workforce Management	Business Unit	View
37	Workforce Management	Business Unit	Edit
38	Workforce Management	Time Off Request	View
39	Billing	Subscription	View

4 OAuth Credential for the Genesys Cloud API Integration (Historical Data Adapter)

4.1 Create the Historical OAuth Client

- 1) Select **Admin** from the Genesys Cloud Menu

- 2) Under **Integrations**, click **OAuth**
- 3) Click **Add Client**
- 4) Fill in the following fields:
 - a) **App Name:** (This is a descriptive name used to identify the OAuth Client)
 - b) **Description:** <leave blank> (This is an extended field to provide a more detailed description if desired)
 - c) **Token Duration:** 86400 (default value; equal to 24 hours)
 - d) **Grant Types:** Select **Client Credentials**
 - e) **Roles:** Enter the name of the Role that you created previously (e.g. UCA - Historic Data)
 - f) **Client ID:** This is the OAuth Client ID that is required by UCA
 - g) **Client Secret:** This is the OAuth Client Secret that is required by UCA



5) Click **Save**

5 Genesys Cloud Integration Details Form

Please complete the below table and email to support@ucarchitects.com.au

PureCloud Region	Select your region
US East (N. Virginia) - (URL: https://login.mypurecloud.com)	<input type="checkbox"/>
US West (Oregon) - (URL: https://login.usw2.pure.cloud)	<input type="checkbox"/>
EU (Ireland) - (URL: https://login.mypurecloud.ie)	<input type="checkbox"/>
EU (Frankfurt) - (URL: https://login.mypurecloud.de)	<input type="checkbox"/>
Asia Pacific (Sydney) - (URL: https://login.mypurecloud.com.au)	<input type="checkbox"/>
Asia Pacific (Tokyo) - (URL: https://login.mypurecloud.jp)	<input type="checkbox"/>
Organization short name	
OAuth Client ID (Historical Adapter)	
OAuth Client Secret (Historical Adapter)	

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