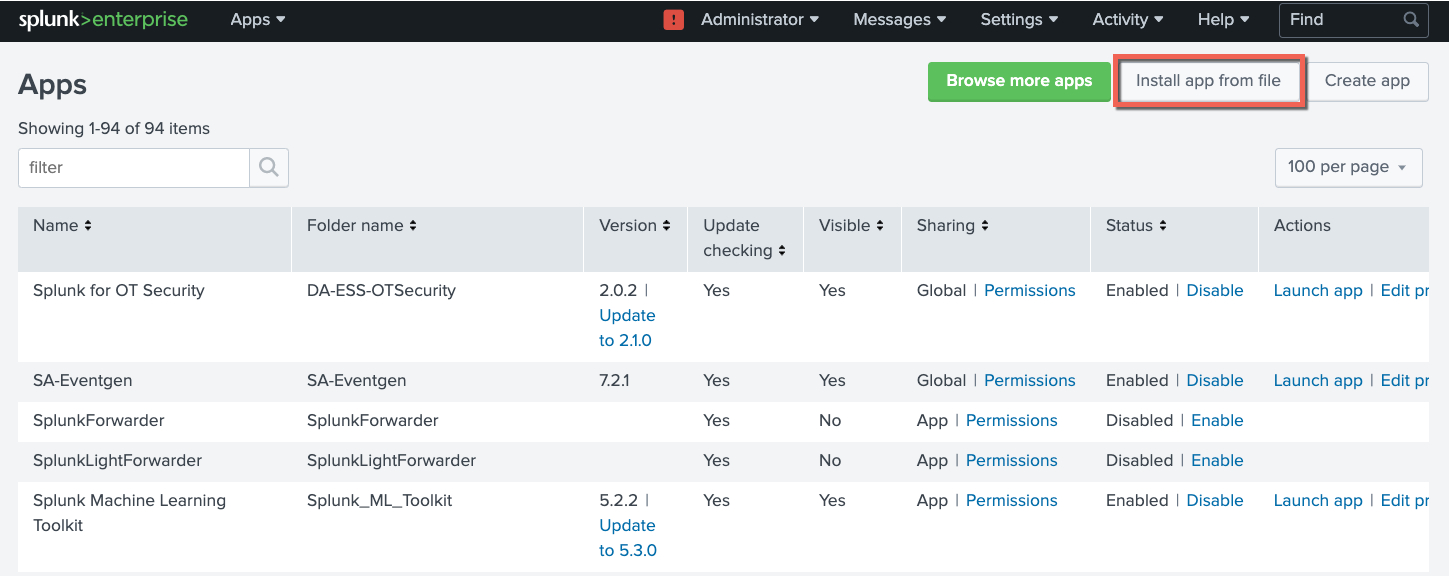
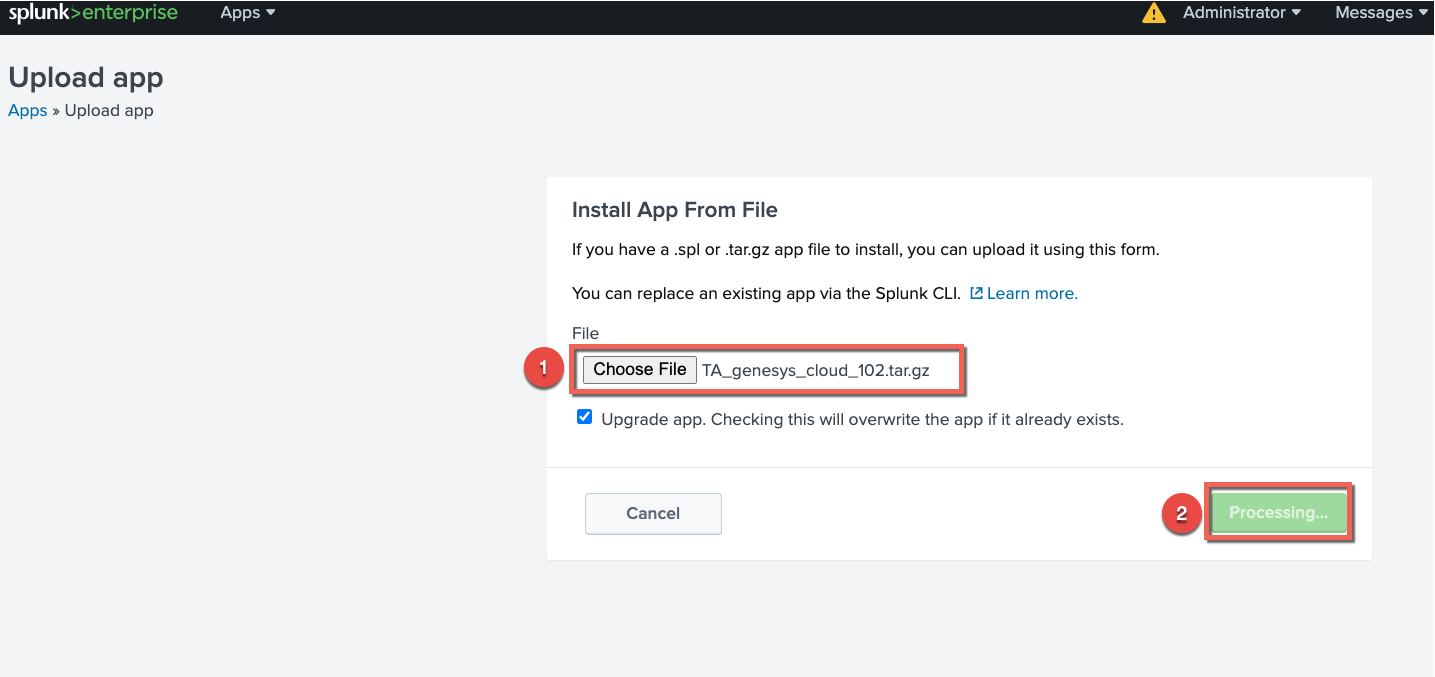
Genesys Cloud TA Installation Guide

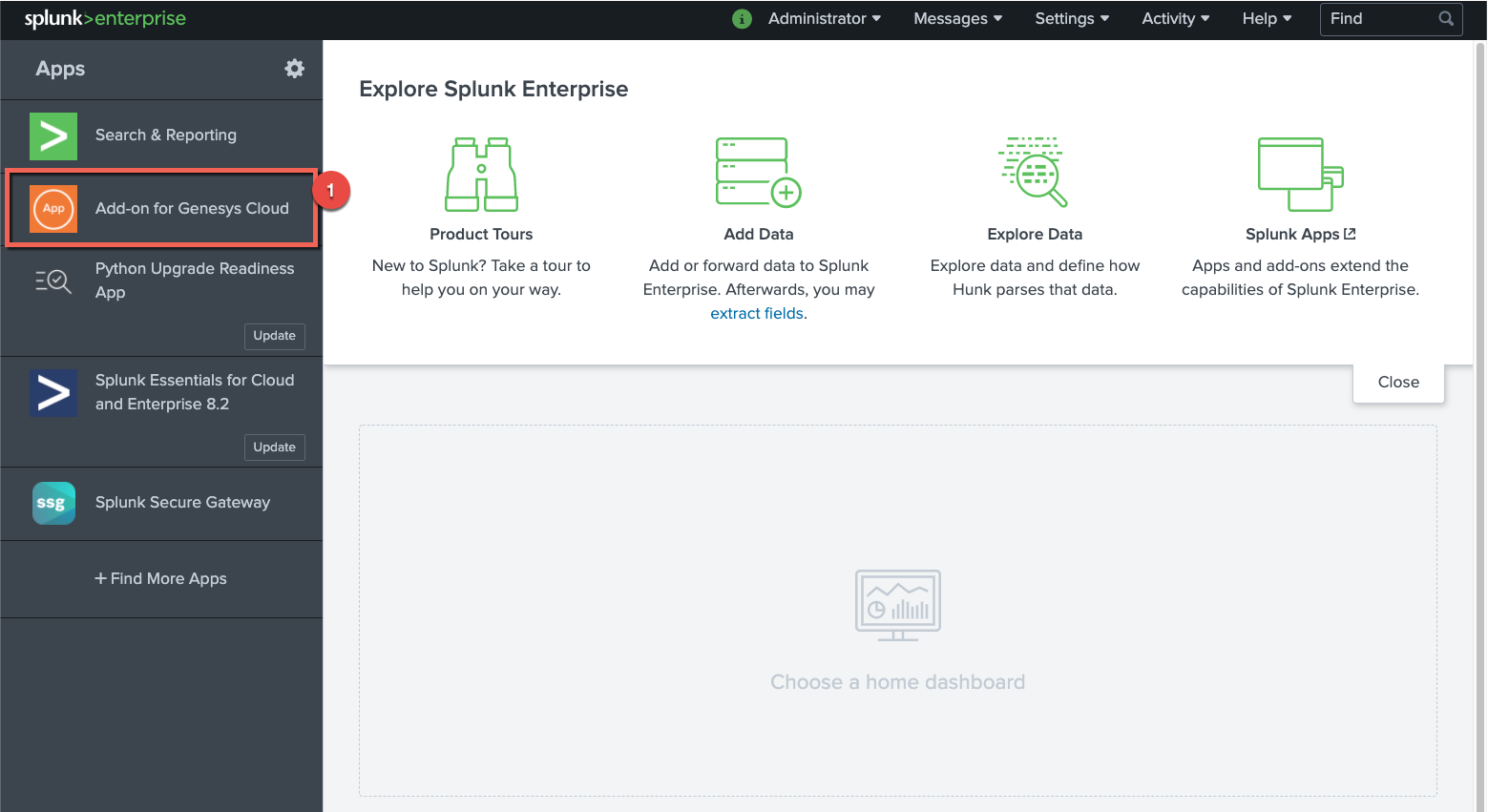
1. Add the TA by “Install app from file”



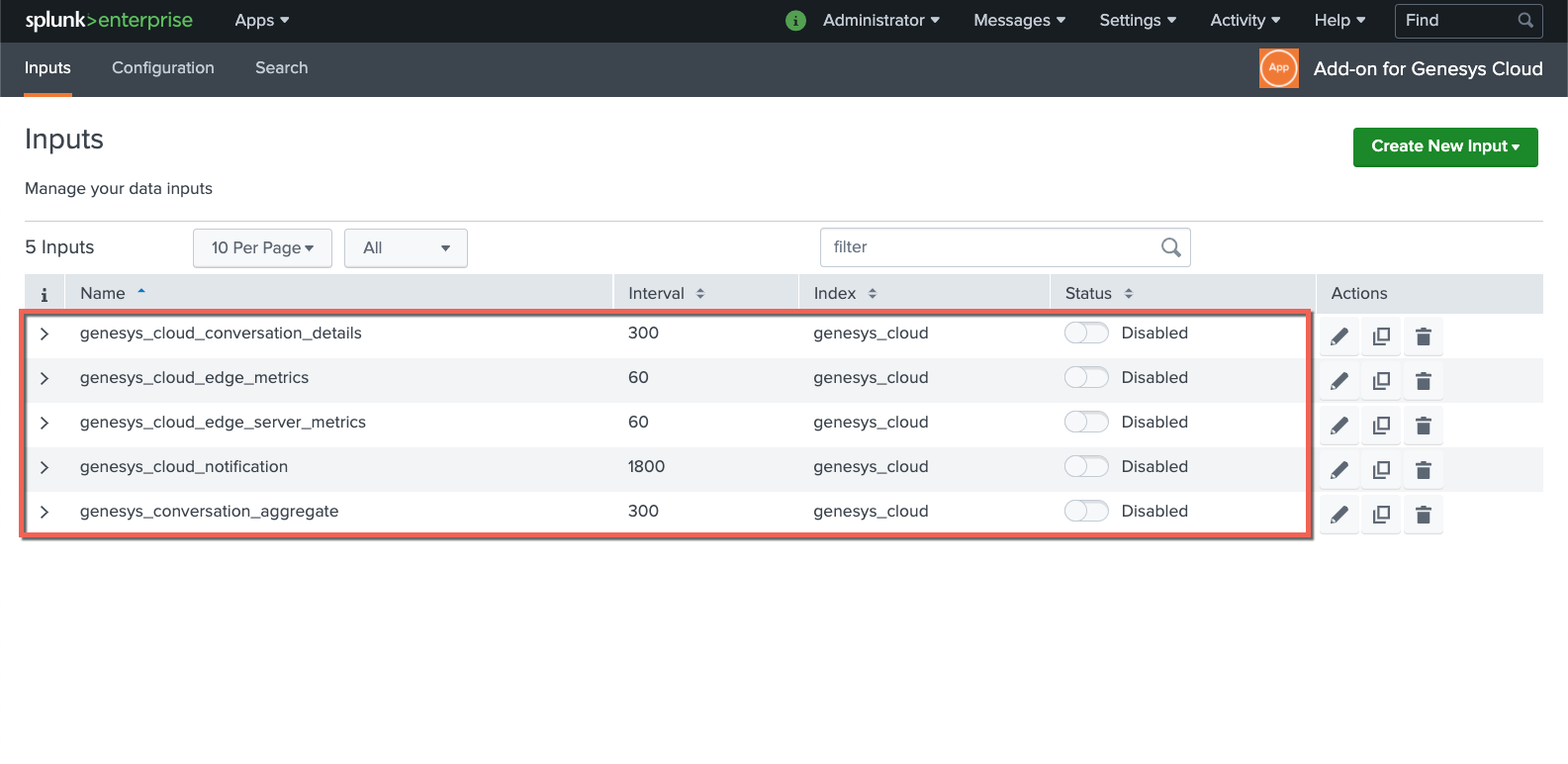
1. Choose the TA genesys cloud to upload.



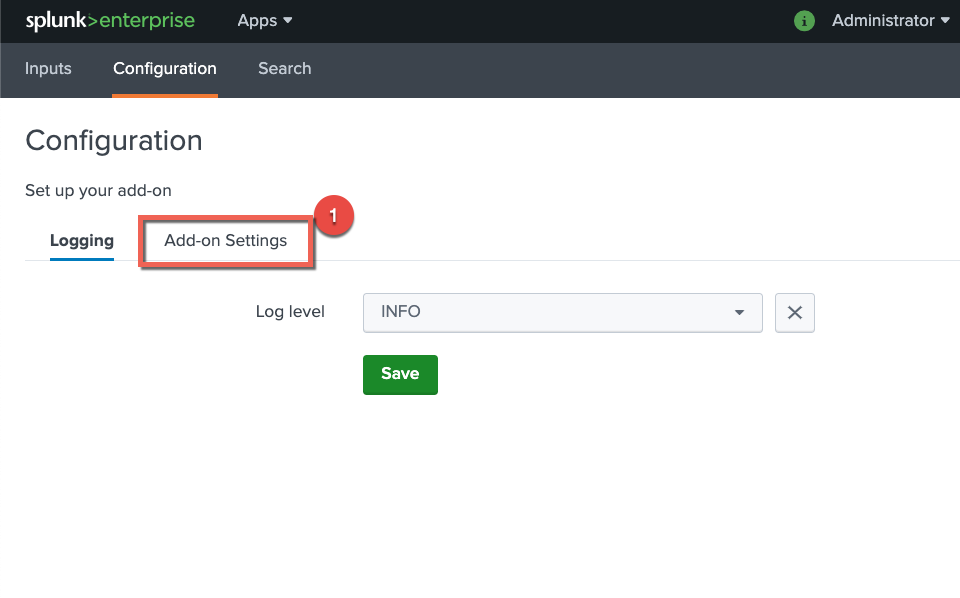
1. After the TA is added, click on the “Add on for Genesys Cloud” for input setup.



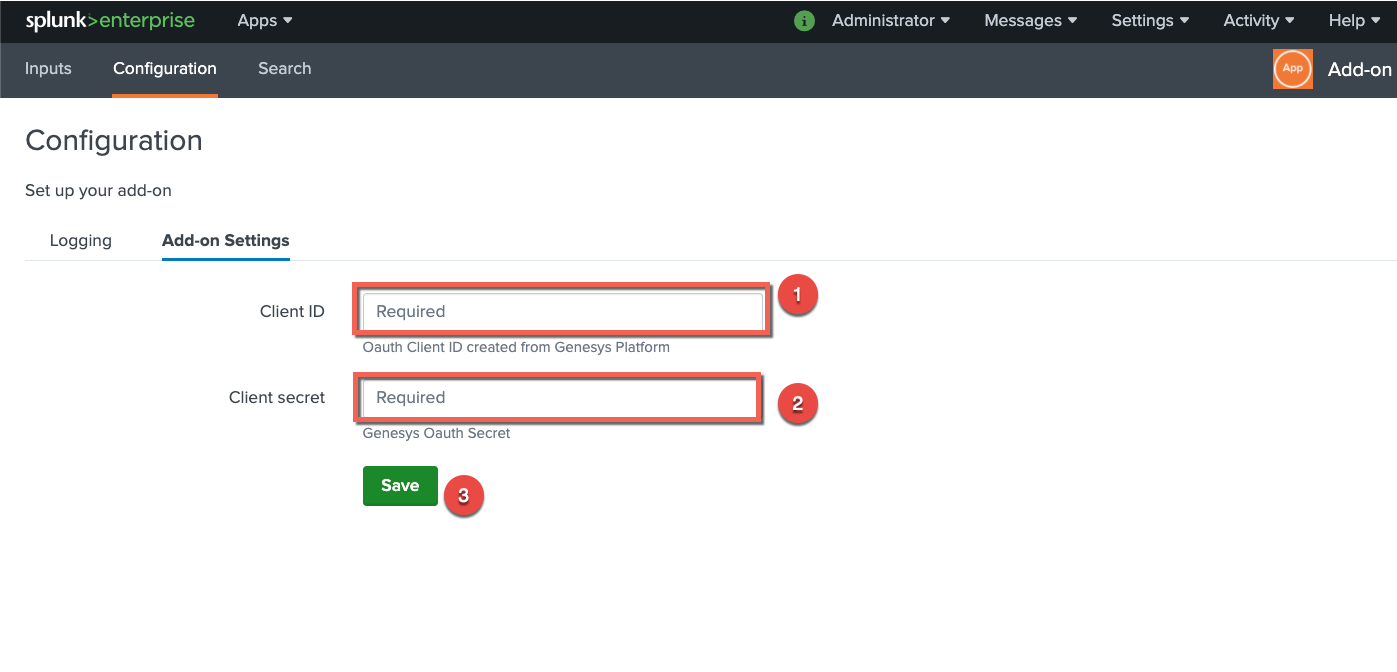
1. There already should be Input templates defined. As default input template is to store data under “genesys\_cloud” index. If that is not the index to store, delete and add the inputs for these 5 types of data feeds.



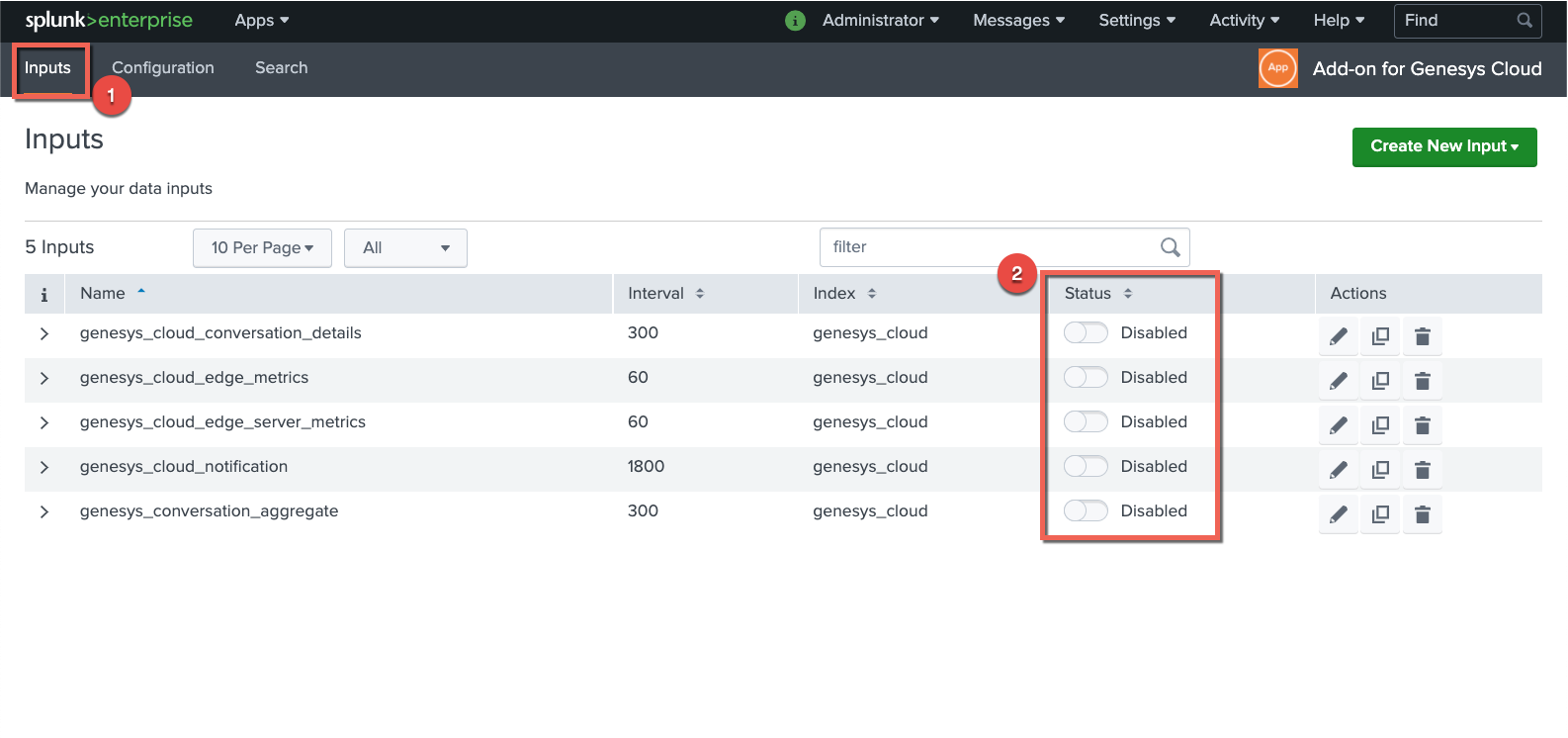
1. First, configure Credential Setting by going into “Add-on Settings”

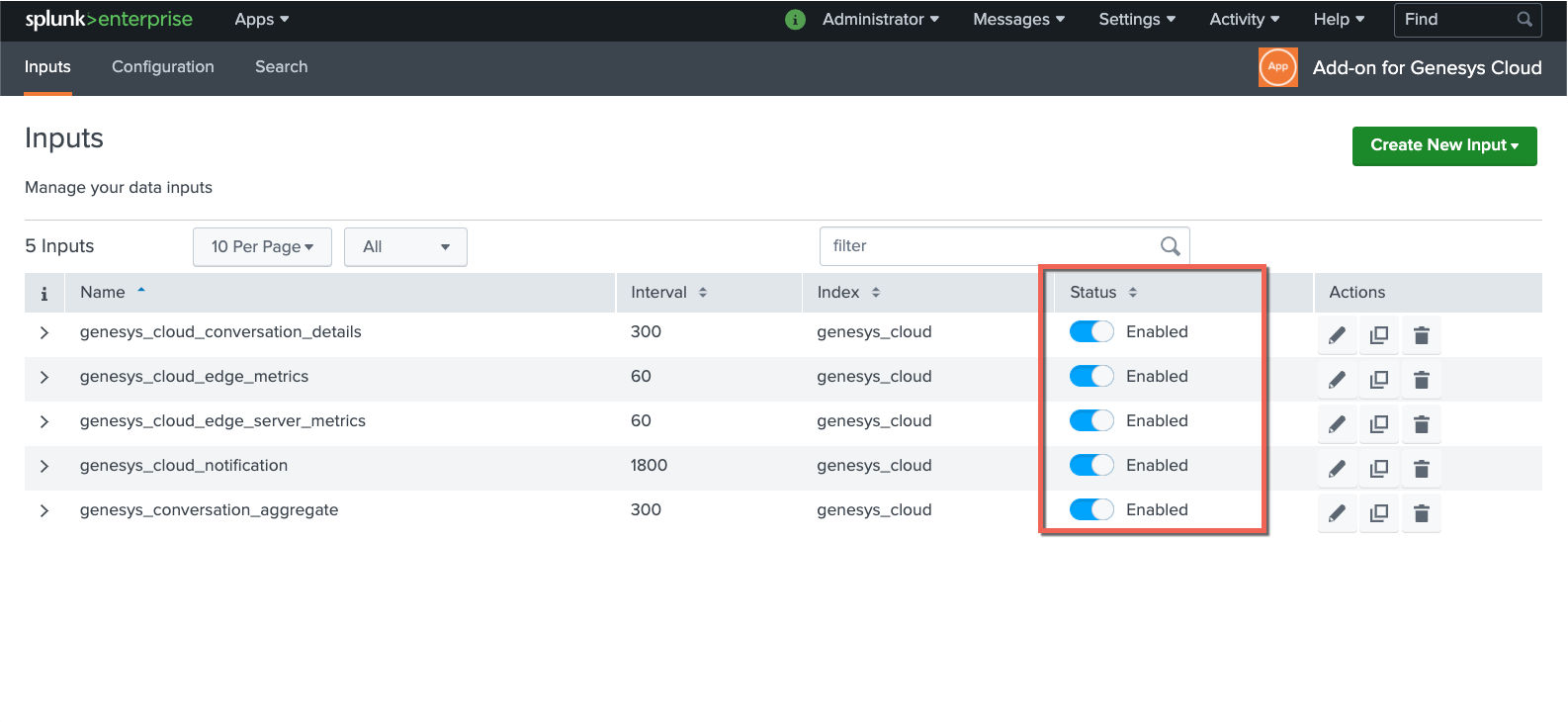
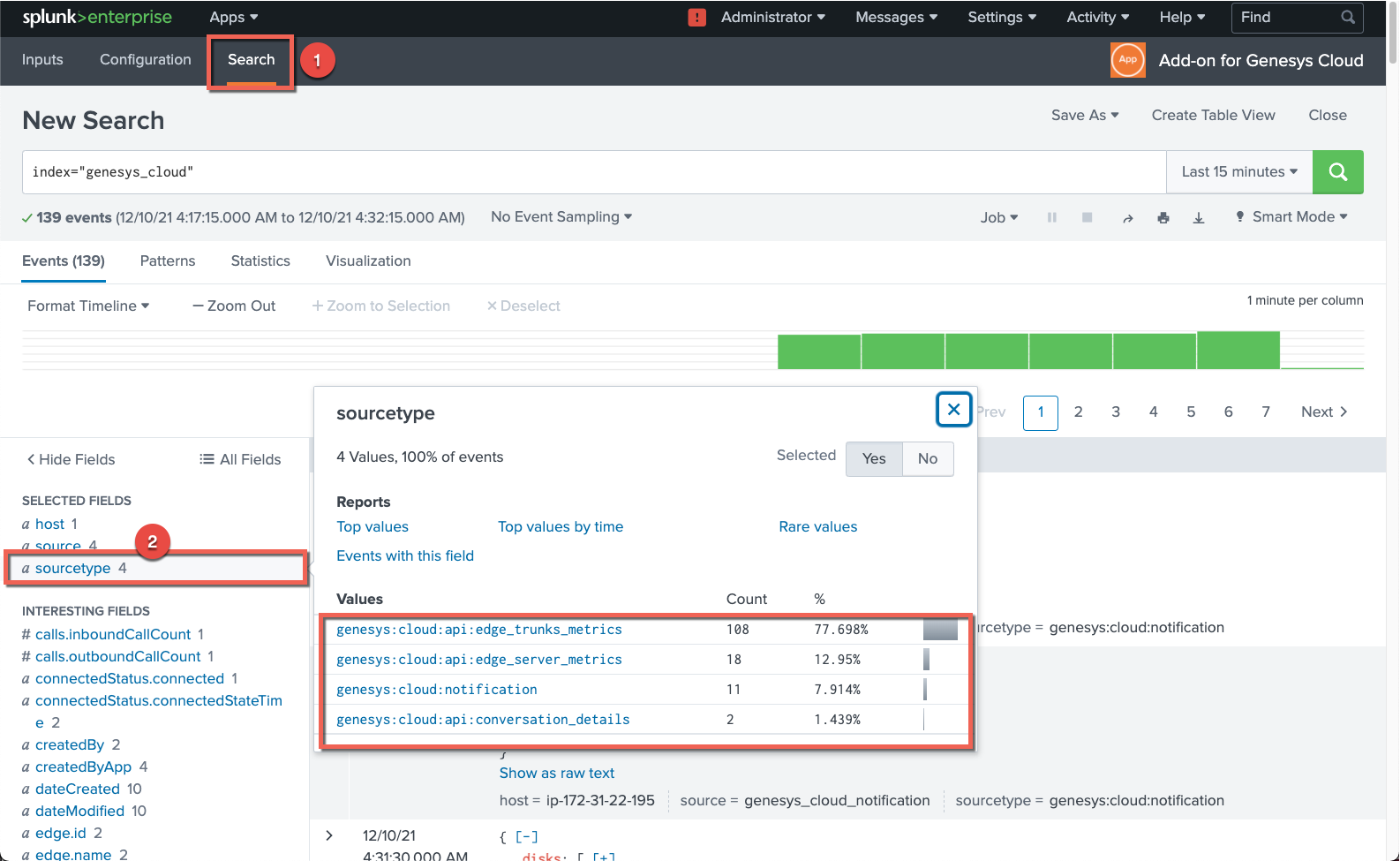


1. In the add-on settings, enter Client ID and Client secret created in Genesys cloud platform, in order for TA to connect and login.



1. Once the TA Credentials are saved, come back to “Inputs” then enable the inputs.



1. 
2. After enabling the 5 types of inputs, check from search interface
3. 

Step by Step Instructions on enabling Genesys Commandlne API client :

| $ cd $SPLUNK\_HOME/etc/apps/TA\_genesys\_cloud/bin  $ sh ./gc\_install.sh  =======================================================================  Detected Splunk Environment  =======================================================================  Detected your $SPLUNK\_HOME : /opt/splunk  Script home is : /opt/splunk/etc/apps/TA\_genesys\_cloud/bin  =======================================================================  Instruction on install prompt  =======================================================================  Profile Name [DEFAULT]: <--- Can just enter to leave as "DEFAULT"  Environment [mypurecloud.com]: YOUR\_REGION\_HERE <--- Like (mypurecloud.com, usw2.pure.cloud, cac1.pure.cloud, mypurecloud.de, mypurecloud.ie, euw2.pure.cloud, aps1.pure.cloud, apne2.pure.cloud, mypurecloud.com.au, mypurecloud.jp) - (\* Must Enter)  Access Token: <--- Can just enter to leave as blank  Client ID: YOUR\_CLIENT\_ID <--- Oauth Client ID created in Genesys Cloud instance (\* Must Enter)  Client Secret: YOUR\_CLIENT\_SECRET <--- Oauth Secret (\* Must Enter)  =======================================================================  Profile Name [DEFAULT]:  Environment [mypurecloud.com]: **usw2.pure.cloud**  Access Token:  Client ID: **b72a3e0c-0aa2-4113-9c16-77777777**  Client Secret: **Ou1NKpzwRnxOKwcqvUsNsYpe9777777777**  Profile name DEFAULT already exists in the config file. Overwrite (Y/N): Y  Profile DEFAULT saved.  PROFILE CREATED..  To Test Integration : gc routing queues list --autopaginate  =======================================================================  Testing - Connection results - will show you routing queues as test  =======================================================================  "id": "054da672-ad06-4dd4-9e70-6277e773e32e",  "id": "d55698c2-ee31-452b-9977-00e9acfeba2e",  "id": "cd96fab7-0b98-440c-80a6-20a84df0e0c8",  "id": "3b486f2e-8ae6-4fe9-88c7-c0eb3ff16008",  "id": "1cc04684-382b-4503-b07a-925aff1d79f3",  =======================================================================  Install and configuration complete  ======================================================================= |
| --- |