



Altocloud

Required PureCloud domains

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In order for agents to view journey context data from Altocloud, specific PureCloud domains must be available.

Required domains for all implementations

As a cloud-based product, Altocloud needs access to various websites in order to work. When you implement Altocloud, be sure your network configuration allows access to the following domains:

1. All of the PureCloud domains listed in the Domains and IP Addresses section of this article
2. <https://dhqbrvplips7x.cloudfront.net/>
3. The region-specific PureCloud domains listed in the following sections:
 - Americas (US East)
 - Americas (US West)
 - Americas (Canada)
 - EMEA (Dublin)
 - EMEA (Frankfurt)
 - EMEA (London)
 - Asia Pacific (Seoul)
 - Asia Pacific (Sydney)
 - Asia Pacific (Tokyo)

Notes about the required Altocloud domains

Domain	Used for
https://api.mypurecloud	API resources
https://apps.mypurecloud	Non-cached static assets
https://journey-websockets.mypurecloud	Real-time events
https://dhqbrvplips7x.cloudfront.net/	Cached static assets
https://journey-websockets.mypurecloud	Altocloud-specific domain content
https://login.mypurecloud/	Logging in users

Americas (US East)

- <https://api.mypurecloud.com>
- <https://apps.mypurecloud.com>
- <https://journey-websockets.mypurecloud.com>

Americas (US West)

- <https://api.usw2.pure.cloud>
- <https://apps.usw2.pure.cloud>
- <https://journey-websockets.usw2.pure.cloud>

Americas (Canada)

- <https://api.cac1.pure.cloud>
- <https://apps.cac1.pure.cloud>
- <https://journey-websockets.cac1.pure.cloud>

EMEA (Dublin)

- <https://api.mypurecloud.ie>
- <https://apps.mypurecloud.ie>
- <https://journey-websockets.mypurecloud.ie>

EMEA (Frankfurt)

- <https://api.mypurecloud.de>
- <https://apps.mypurecloud.de>
- <https://journey-websockets.mypurecloud.de>

EMEA (London)

- <https://api.euw2.pure.cloud>
- <https://apps.euw2.pure.cloud>
- <https://journey-websockets.euw2.pure.cloud>

Asia Pacific (Seoul)

- <https://api.apne2.pure.cloud>
- <https://apps.apne2.pure.cloud>
- <https://journey-websockets.apne2.pure.cloud>

Asia Pacific (Sydney)

- <https://api.mypurecloud.com.au/>
- <https://apps.mypurecloud.com.au/>
- <https://journey-websockets.mypurecloud.com.au/>

Asia Pacific (Tokyo)

- <https://api.mypurecloud.jp/>
- <https://apps.mypurecloud.jp/>
- <https://journey-websockets.mypurecloud.jp/>