

Required Genesys Cloud domains

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For agents to view journey context data from Genesys Predictive Engagement, specific Genesys Cloud domains must be available.

Required domains for all implementations

As a cloud-based product, Genesys Predictive Engagement needs access to various websites in order to work. When you implement Genesys Predictive Engagement, ensure that your network configuration allows access to the following domains:

- All Genesys Cloud domains listed in the Domains and IP Addresses section
- <https://dhqbrvplips7x.cloudfront.net/>
- Region-specific Genesys Cloud domains listed in the following sections:
 - Americas (US East)
 - Americas (US West)
 - Americas (Canada)
 - EMEA (Dublin)
 - EMEA (Frankfurt)
 - EMEA (London)
 - Asia Pacific (Mumbai)
 - Asia Pacific (Seoul)
 - Asia Pacific (Sydney)
 - Asia Pacific (Tokyo)

Notes about the required Genesys Predictive Engagement 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://login.mypurecloud/	Logging in users

Note:

Americas (US East)

- API domain: <https://api.mypurecloud.com>
- Apps domain: <https://apps.mypurecloud.com>
- Websocket domain: <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)

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

Asia Pacific (Mumbai)

- <https://api.aps1.pure.cloud>
- <https://apps.aps1.pure.cloud>
- <https://journey-websockets.aps1.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/>