



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Cloud Data Download Service Administrator's Guide

Cloud Data Download Service

2/23/2026

Contents

- 1 Requirements
 - 1.1 General Data Protection Regulation (GDPR) compliance
- 2 Logging in
- 3 Importing an encryption certificate
- 4 Logging out



- Administrator

Cloud Data Download Service (CDDS) enables you to securely export and download your contact center data.

The exported data files are encrypted with your public encryption key and stored for 30 days, during which time you can download the files and decrypt them using your private encryption key.

After 30 days, the data files are deleted.

Related documentation:

-

Requirements

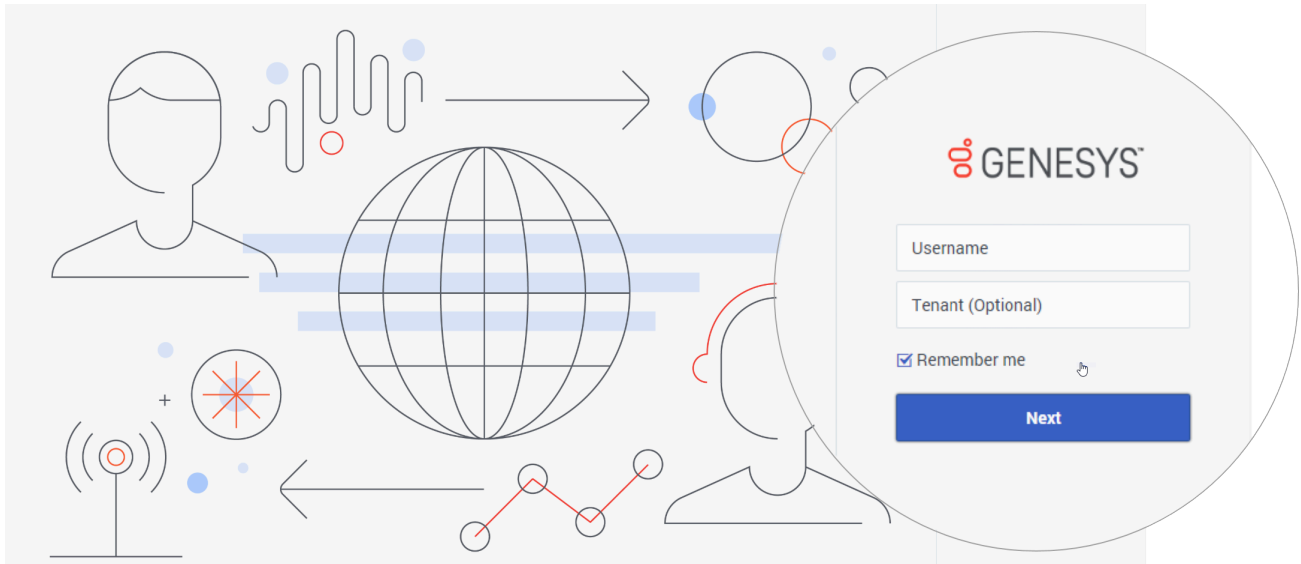
CDDS requires public/private keys for the encryption and decryption of data files and a valid X.509 RSA-compliant certificate. Before you can export data, you must have a valid encryption certificate specified in your user preferences.

General Data Protection Regulation (GDPR) compliance

In general, Genesys support for GDPR compliance is based on default configuration settings and typical application usage. Cloud Data Download Service, like other underlying components within Genesys Multicloud CX, does not store sensitive information beyond 30 days. Users who download their data using this tool are responsible for GDPR compliance in regards to any data that they have downloaded.

For more information, see Genesys Multicloud CX Support for GDPR.

Logging in



To log in to CDDS, enter your **Username**. You can also specify the **Tenant** name, but this is optional.

If you want your details to be saved for the next time you log in, select **Remember me**.

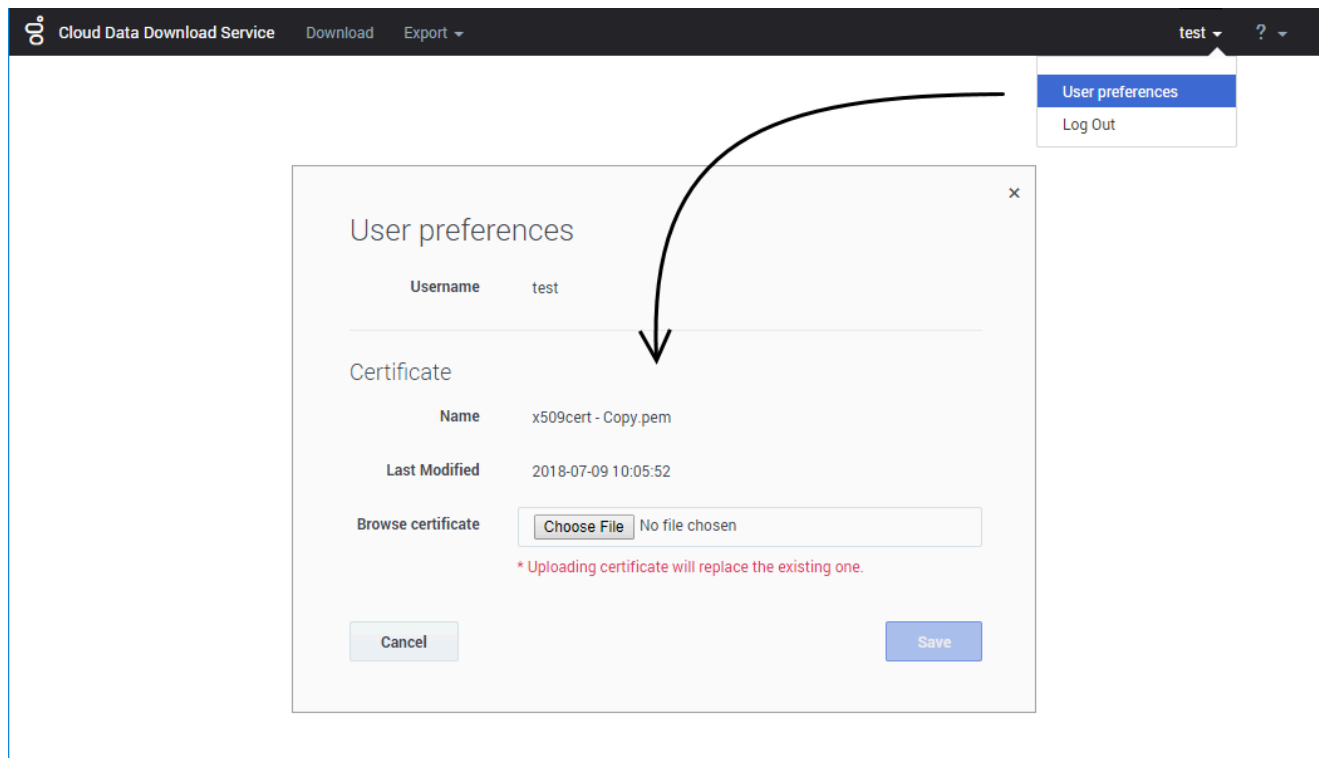
Click **Next**.

Enter your **password** and click **Sign in**.

Important

If you don't have the permissions required to access CDDS, you'll be taken to an **Access Denied** page. If you feel this is in error, ask your administrator to check your permissions.

Importing an encryption certificate



Before you can export data, a valid encryption certificate must be specified in your user preferences.

To add (or change) your encryption certificate, click your user name and select **User preferences**. Choose the certificate file you want to use and save your changes.

Important

When you upload a certificate, it replaces any certificate that is currently specified.

Logging out



To log out, click your user name to open the drop-down and select **Log Out**.