



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.

User Data Management Administrator's Guide

User Data Management

8/2/2025

Contents

- [1 Accessing UDM](#)
 - [1.1 Logging out](#)

User Data Management (UDM) enables you to securely export and download your contact center data.

User Data Management (UDM) 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.

Accessing UDM

To log in to UDM, enter the **Tenant** name and your **Username**. You can also specify the tenant and user name in the tenant\username format.

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 UDM, you'll be taken to an **Access Denied** page. If you feel this is in error, ask your administrator to check your permissions.

Logging out

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