

PureConnect

(Extended Support)

Hive Migration

Version 1.3

July 2025

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Objective

All PureConnect customers (perpetual and subscription) currently using the PureConnect Cloud services listed in the Hive migration document are required to migrate to the PureConnect Extended Support (ES) Hive Environment.

What is PureConnect ES Hive Environment?

As you may be aware, Genesys has made arrangements with Infosys Limited (“Infosys”) to provide Extended Support coverage for a period of time post the PureConnect End of Life (EOL) date. After the PureConnect EOL date, Infosys will be providing maintenance and support for the PureConnect software.

The PureConnect ES Hive Environment is a platform-specific instance hosted on Amazon Web Services (AWS), leveraging cloud-hosted integrations. In line with our commitment to continuous improvement, core hybrid services have been deployed on this platform to enhance service delivery.

What do I, the customer, need to do?

There is a list of PureConnect services already running in the Hive Environment, so we encourage PureConnect customers to migrate the services that they are using to the new environment.

We request you to talk to your Partners/Customers and ask them to follow the PC Hive migration steps in their staging environment and confirm before doing the migration in the Production environment.

WARNING: Ensure the PureConnect Hive migration is completed before **31st October 2025**, as Infosys cannot guarantee continued service.

Follow the below migration steps by yourself, and if any help, reach us at PCHiveMigration@pccextendedsupport.com

Services

The following list of PureConnect services must follow the migration steps below.

1. PC4SF
2. Widgets
3. WebRTC
4. Social Media

NOTE: You must ensure the FQDNs listed in the FAQ are reachable from your network.

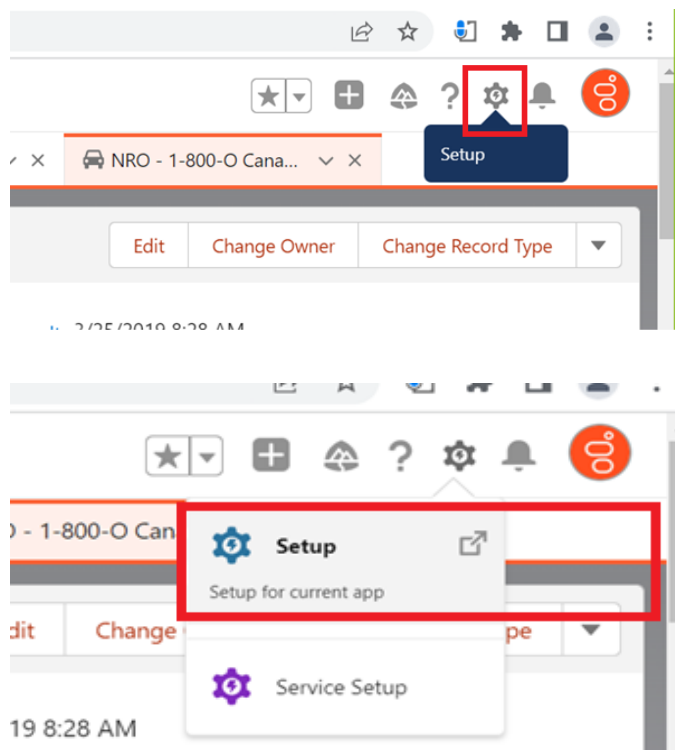
1. PC4SF

The PureConnect for Salesforce integration is a version of the CIC client with an abbreviated feature set. PureConnect for Salesforce provides advanced CIC call controls inside the third-party customer relationship management (CRM) system Salesforce. For more details, please refer [to PureConnect for Salesforce](#).

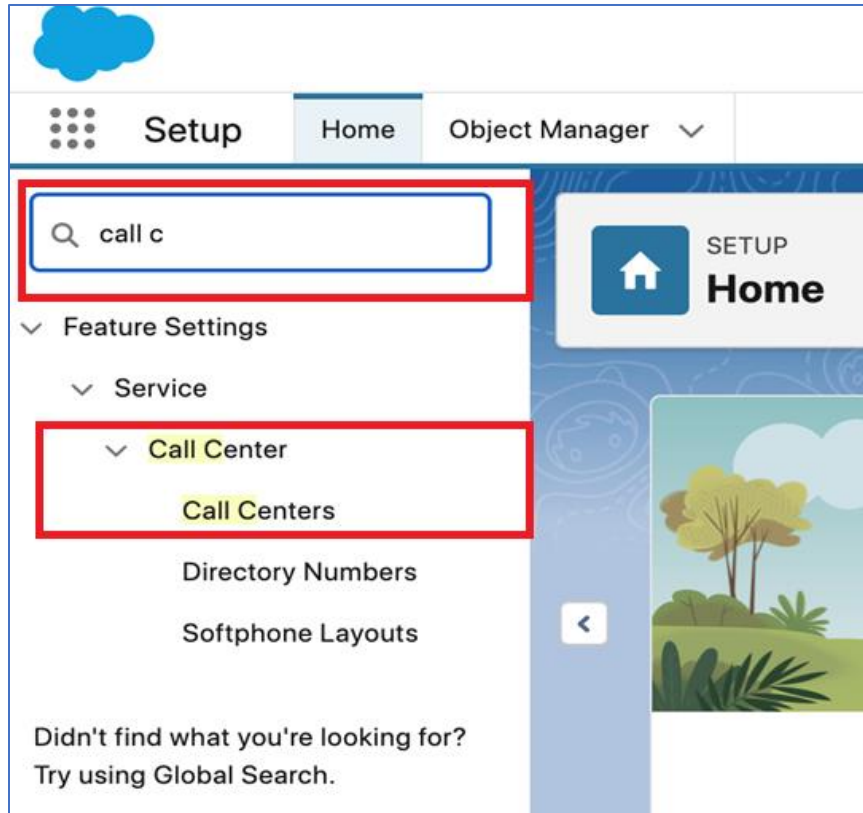
1.1 Migration Steps

A.) Steps to update the CTI Adapter URL in the Salesforce account

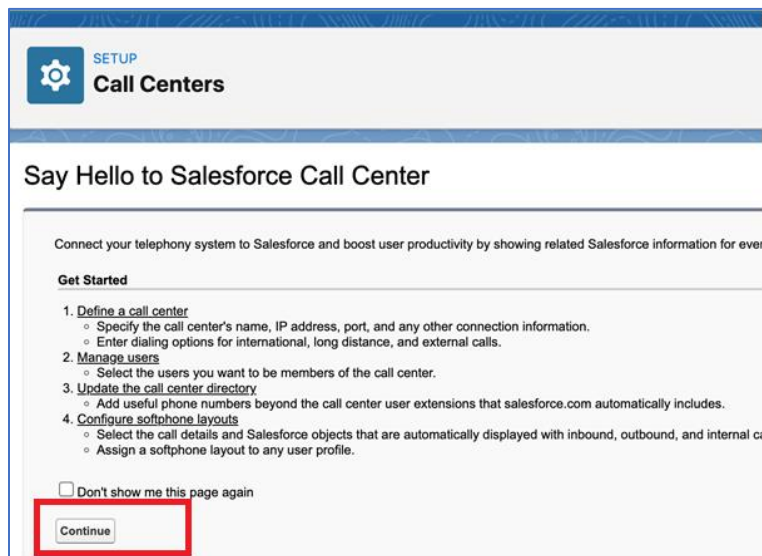
1. Log in to your Salesforce account as an **Administrator**.
2. Go to Set up Home: Click the **Setup** icon at the upper right of the Salesforce page & select **Setup**



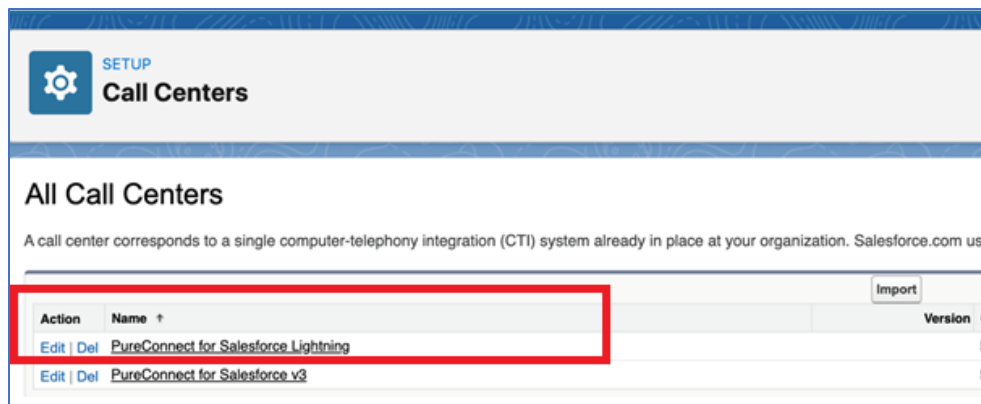
3. In the Quick Find box, search for the **Call Centers** and click **Call Center > Call Centers**



4. On the **Say Hello to Salesforce Call Center** page, Click **Continue**.



5. On the line labeled **PureConnect for Salesforce Lighting** click **Edit**.



6. **Backup:** Note down the **CTI Adapter URL** before changing it to the new value.
7. Change the **CTI Adapter URL** to <https://apps.hive.pccextendedsupport.com/crm-web-client-cic/latest/index.html?style=salesforce>

8. Click the **Save** button and reload or refresh the page

B.) Steps to update Hive URL in the reverse proxy

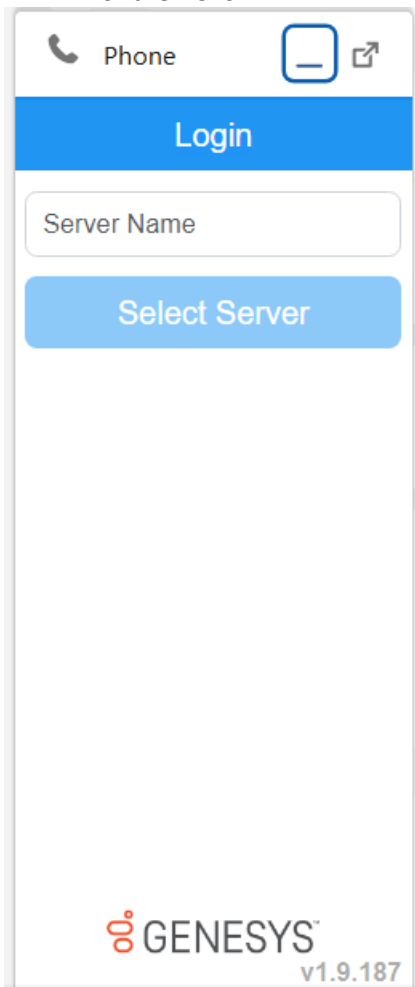
If there is a reverse proxy configured in the Salesforce account, update the Hive URL in the reverse proxy configurations.

Pls refer to the [Salesforce Integration](#) document and update accordingly.

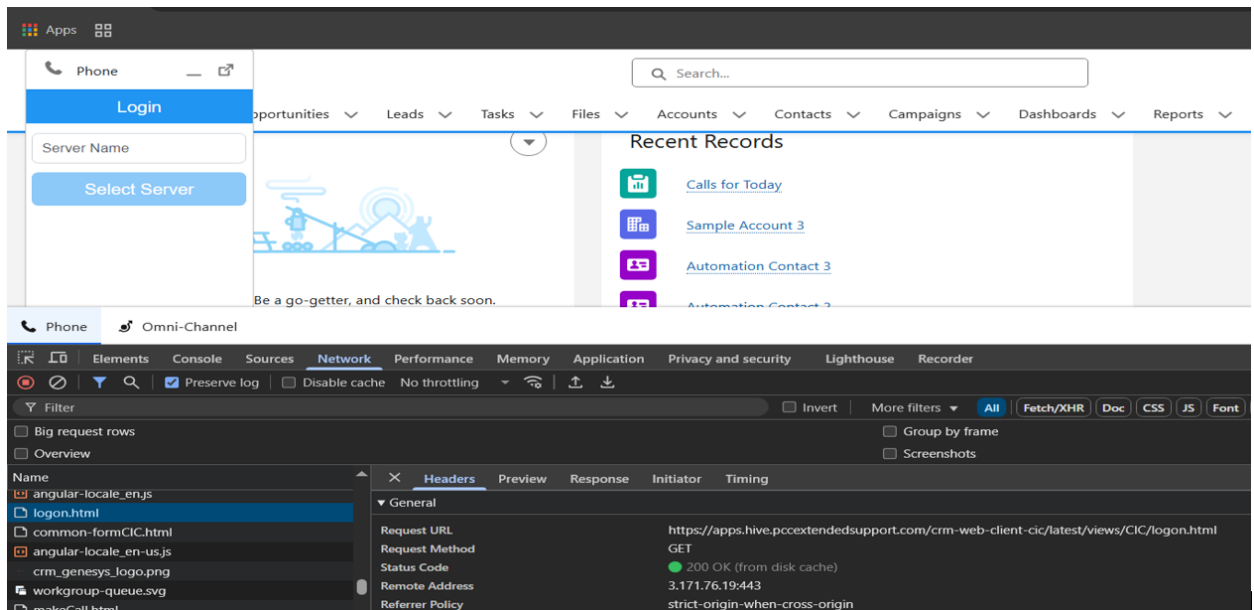
Note: Take a backup of the data before applying new values.

1.2 Verification Steps

1. Log in to Salesforce using your valid account credentials.
2. Open the CTI feature
3. Verify the PC4SF application by checking the version number **v1.9.xx** or higher in the lower right of the PC4SF.



Note: If the version number is displayed as v0.0.62, please proceed further and confirm in the Chrome->Network tab -> Request URL; if it shows Hive URL, then it shows it is connecting to the Hive environment. Pls refer to the screenshot below.



1.3 Rollback

To roll back, please follow the **Migration Steps** and update the values from the **Backup** that you had taken before updating to the new values.

2. Widgets

Widgets are streamlined and lightweight elements you can add to your company's website to support activities like chatting with an agent. PureConnect Widgets are JavaScript-based, cloud-hosted, and cloud-configured extensions that implement the Genesys Widgets API under a continuously integrated and deployed release model.

Interaction Connect supports the configuration of Genesys Widgets for use in your company's website. These widgets are easy to configure and deploy using code snippets you include in your company's website.

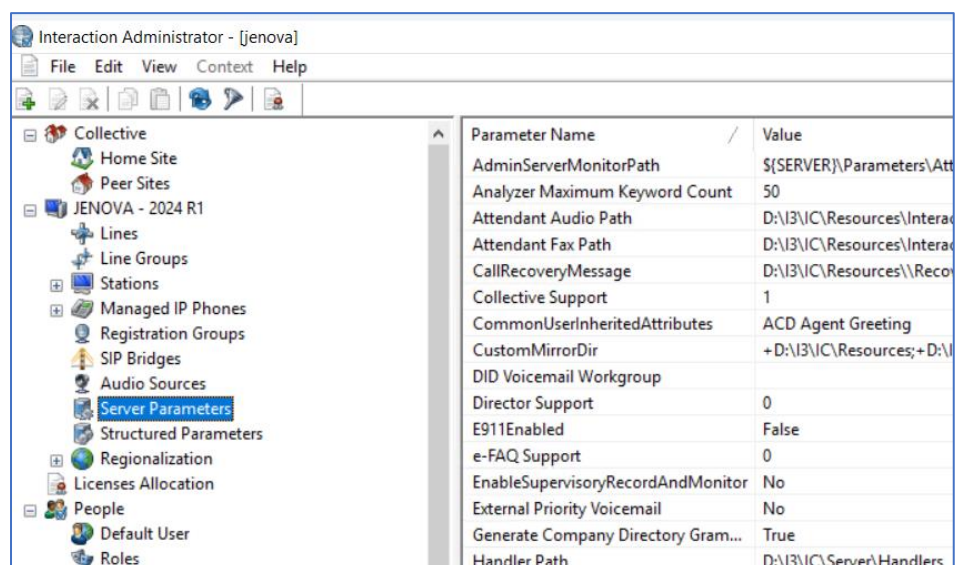
For more details, refer to [Widgets](#)

2.1 Migration Steps

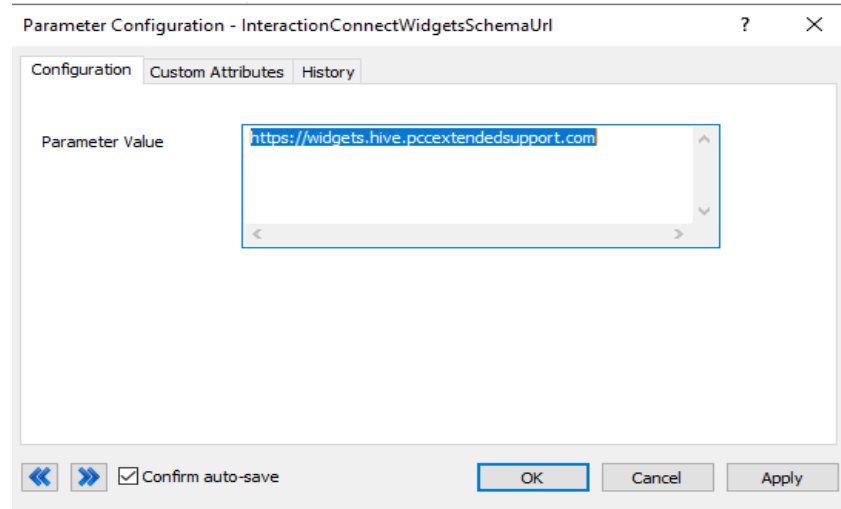
1. Upgrade Interaction Connect according to the table below or the latest version to point Widgets to the new Hive domain.

Interaction Connect Release	Patch
2023R3	2023r3_p02
2023R2	2023r2_p04
2023R1	2023r1_p04
2022R3	2022r3_p05
2022R2	NA
2022R1	NA

2. Add Server Parameter (required for 2022R1 and 2022R2 Interaction Connect release)
 - a. Go to Interaction Administrator
 - b. Click Server Parameters on Right-pane



- c. Create server parameter with name InteractionConnectWidgetsSchemaUrl and value <https://widgets.hive.pccextendedsupport.com> as shown below.



3. For existing Widgets to point to Hive
 - a. Login to Interaction Connect as **Administrator**,
 - b. Go to Widgets View
 - c. **Backup:** Please note down the **Internationalization file path** before changing it to the new value.
 - d. Edit the existing Widget configurations in Interaction Connect and update the "Internationalization file path" to <https://widgets.hive.pccextendedsupport.com/i18n/widgetsClientStrings.json>.

Edit Widget: TestWidget

General

Plugins

Extensions

Unrestricted Properties

IC Server Host Names*

qf-icat-0019.qfun.com

Reverse Proxy URL

Use PureConnect Cloud

PureConnect Cloud URL

Use HTTPS

Debug

Theme

Dark

Fallback Language

en

Internationalization file path*

https://widgets.hive.pccextendedsupport

Custom Stylesheet ID*

genesys_widgets_custom

Download Google Font

Mobile Mode

false

Mobile Mode Breakpoint*

740

Custom JSON

Copy Script

Cancel

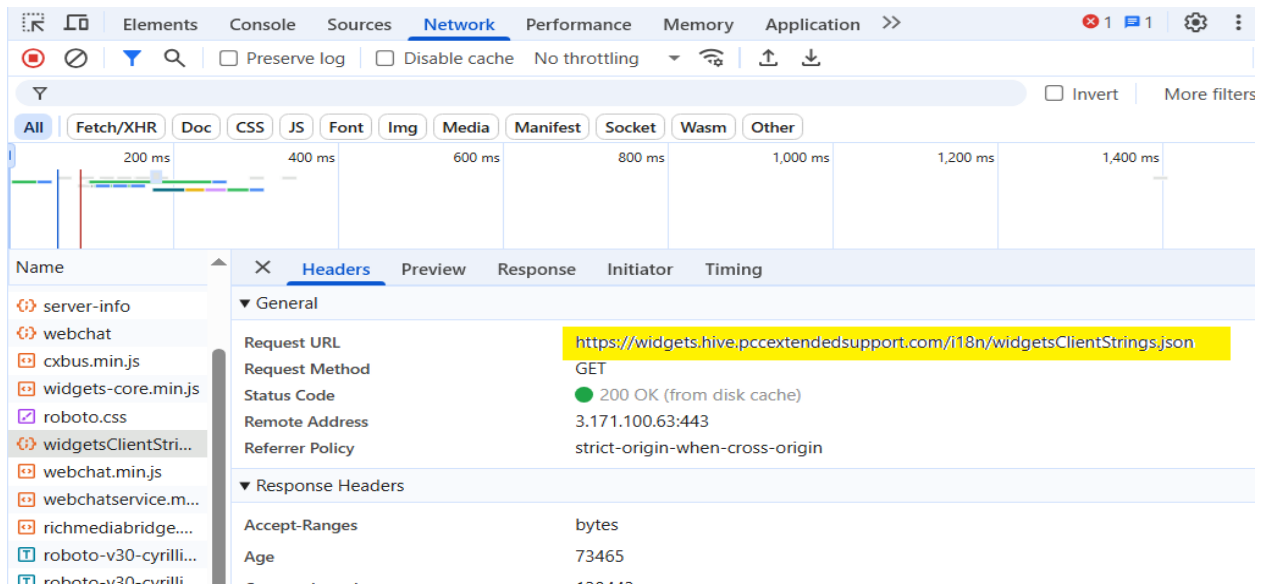
Save

4. Click **Save** to update the configuration.
5. Click on **Copy Script**
6. **Backup:** Please note down the **src** attribute before changing it to the new value.
7. In the Client Web Applications where these widgets are getting called, update the source (**src**) attribute value to "<https://widgets.hive.pccextendedsupport.com>" instead of pointing it to <https://widgets.hive.genesys.com> on all the script tag instances used on different web apps.

```
<script src="https://widgets.hive.pccextendedsupport.com/pureconnect-widgets-data=
```

2.2 Verification Steps

- Open the web application where the widgets script tag is used.
- Open developer tools, go to the Network tab
- Verify that the API **widgetsClientStrings.json: GET**- the line where it downloads from the configured JSON file from the HIVE URL.



2.3 Rollback

1. Please follow the steps https://help.pccextendedsupport.com/pureconnect/mergedprojects/wh_tr/mergedprojects/wh_tr_installation_and_configuration/desktop/uninstall_cic.htm for the rollback procedure.
2. Existing Widgets: To roll back, please follow the **Migration Steps** and update the
 - **Internationalization file path** value from the **Backup** that you had taken at point 2.c
 - The **src attribute** value from the **Backup** that you had taken at point 5.

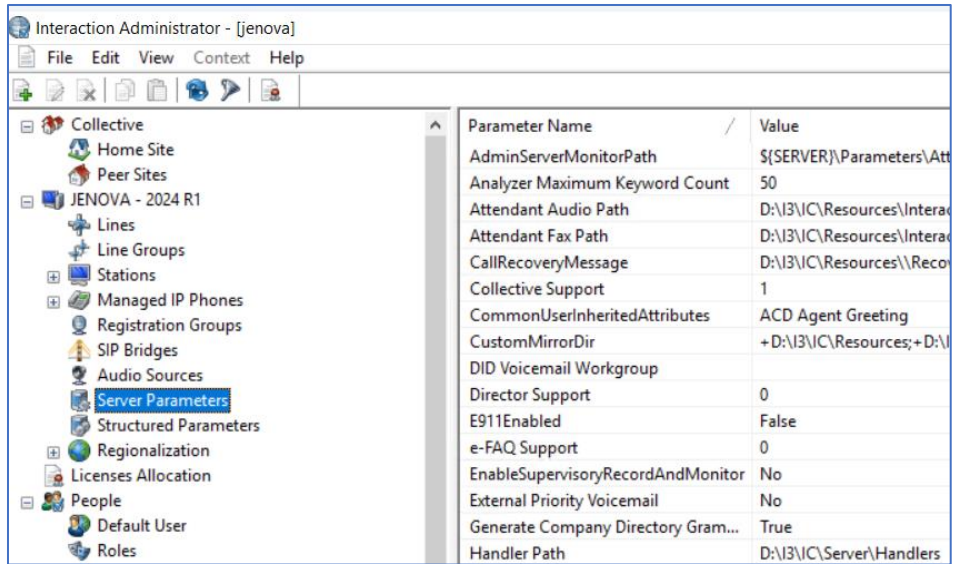
3. WEBRTC

WebRTC facilitates real-time communication support in Interaction Connect.

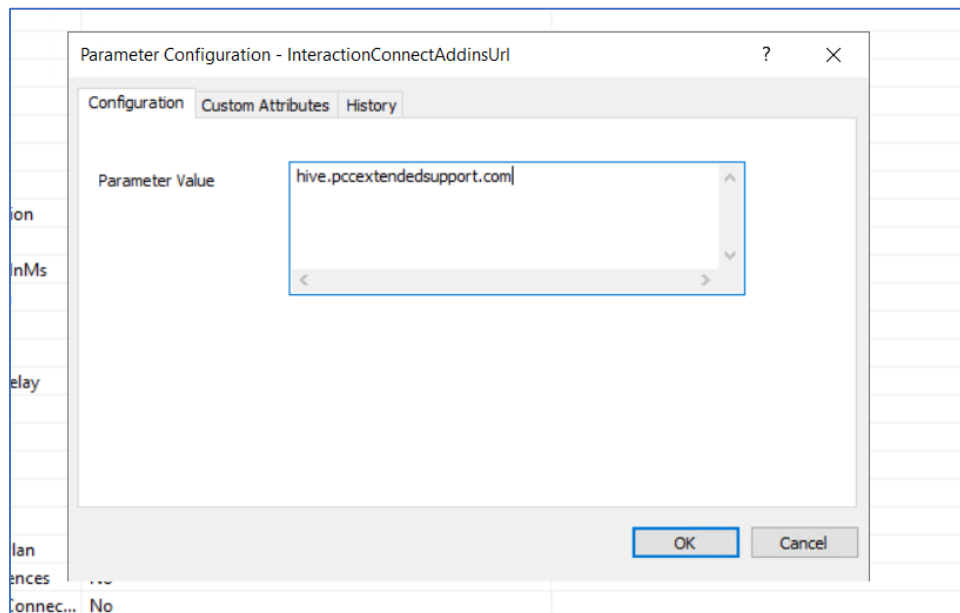
3.1 Migration Steps

Customers need to configure a server parameter "InteractionConnectAddinsUrl" to point Webrtc to new hive domain.

1. Go to Interaction Administrator
2. Click Server Parameters on Right-pane



3. Create a new server parameter with the name **InteractionConnectAddinsUrl** and provide the value **hive.pccextendedsupport.com** as shown below.



3.2 Verification Steps

1. Log in to Interaction Connect
2. Open developer tools, go to the Console tab
3. Verify the **Found path for add-on "webrtc"**: - the line where it refers to the HIVE URL.

```

CIC app API loaded                                cic-bootstrapper-min.js:238
Initialized CIC web application addin              main.js:285
Read JSON data from:                              main.js:158
https://d2uinmo2bcbsdns.cloudfront.net/cic-purecloud-core/18/addinPaths.json
Found path for Addin " cobrowse ":                main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-cobrowse
Found path for Addin " webrtc ":                  main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-webrtc
Found path for Addin " webrtcDevices ":           main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-webrtc/devices.html
Found path for Addin " cobrowseJson ":            main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-cobrowse/addin.json
Found path for Addin " webrtcJson ":              main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-webrtc/addin.json
Found path for Addin " webrtcDevicesJson ":       main.js:363
https://apps.hive.pccextendedsupport.com/cic-purecloud-webrtc/addinDevices.json
Found path for Addin " webRelay ":                main.js:363
https://apps.hive.pccextendedsupport.com/directory-cic/cic-embed-support/messagi...

```

3.3 Rollback

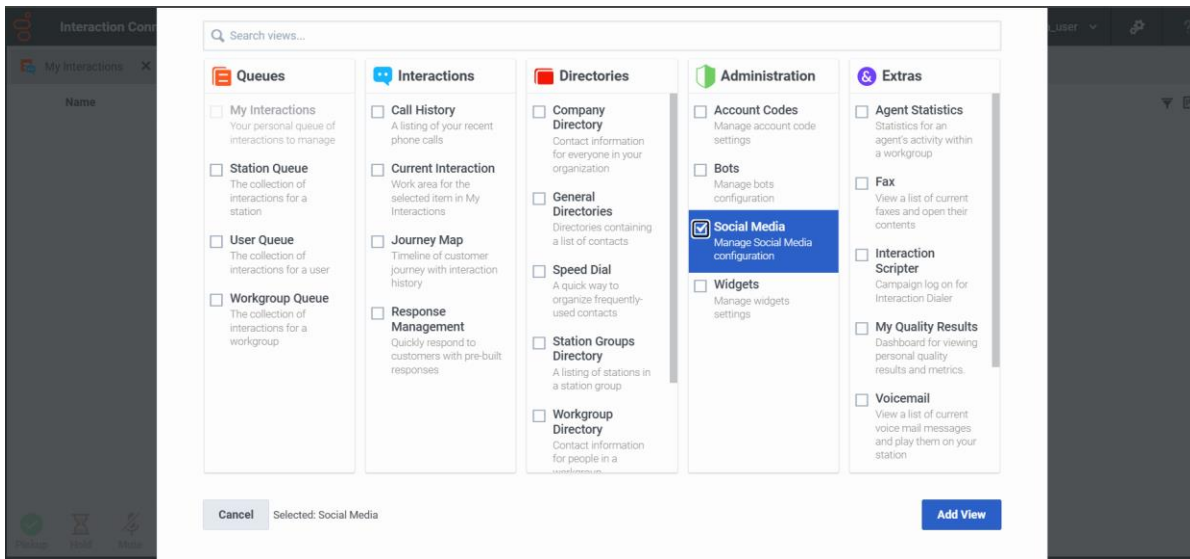
To roll back, please delete the newly added server parameter and log in to Interaction Connect.

4. Social Media

The PureConnect server processes social conversation interactions routed to a workgroup, just as it processes other types of interactions. The PureConnect social media features introduced in Interaction Connect allow your call center agents to receive and reply to inbound Facebook and Twitter public messages, Facebook private messages, and Twitter direct messages.

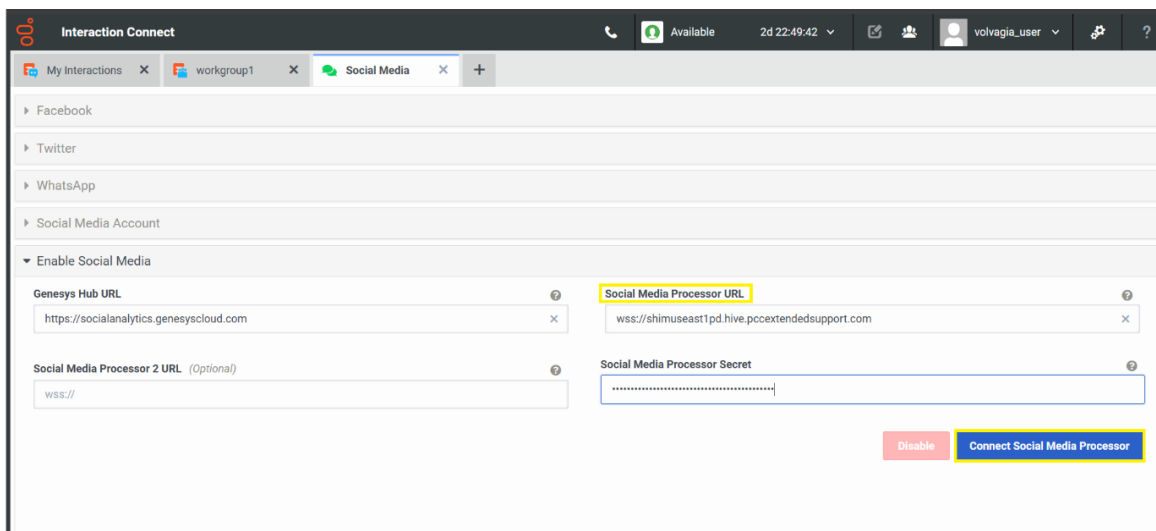
4.1 Migration Steps

1. Log in to Interaction Connect as **Administrator**
2. Go to **Social Media View**



2. **Backup:** Please note down the Social Media Processor URL before changing it to the new value.

3. **Enable the social media** integration using the new social media processor URL.



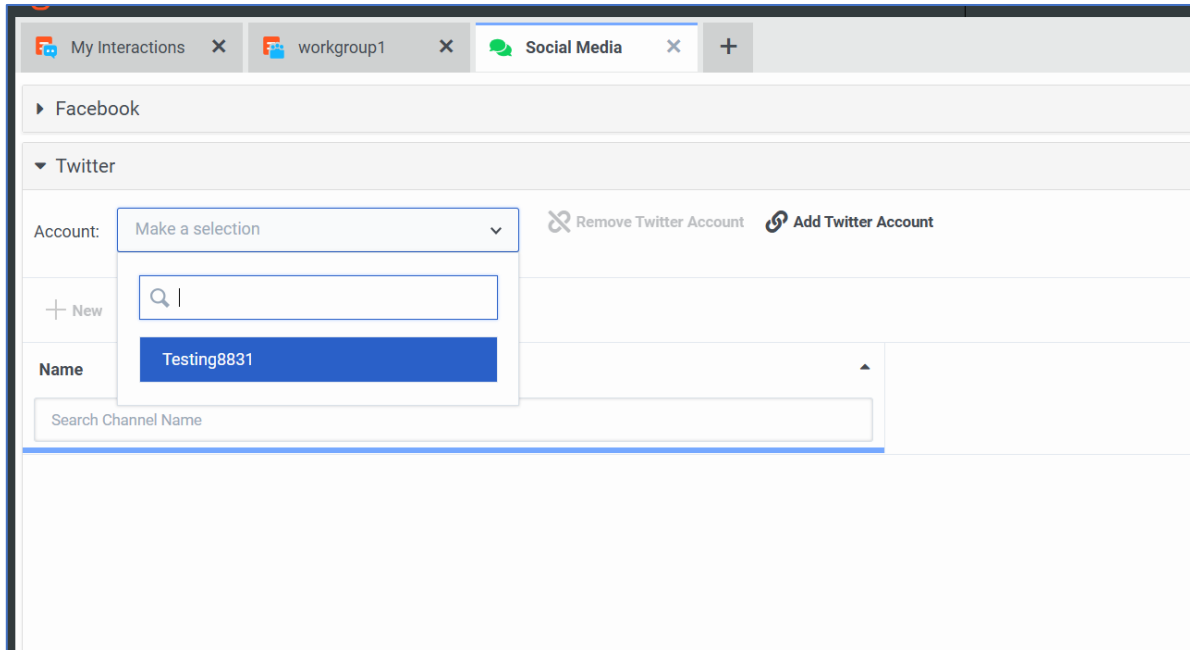
4.2 Verification Steps

1. Log in to the **Social Media Account**.

The screenshot shows the 'Interaction Connect' interface. At the top, there's a navigation bar with 'My Interactions', 'workgroup1', and 'Social Media' tabs. Below this, a list of social media platforms (Facebook, Twitter, WhatsApp, Social Media Account) is shown. The 'Social Media Account' tab is selected and highlighted with a yellow box. Below the list, a text box explains: 'The Social Media Account is a Genesys account used to organize your accounts on Social Media Platforms.' Below this, there are input fields for 'Email' (containing 'ashutosh.malshette@genesys.com') and 'Password'. To the right of the password field is a 'Log-On Social Media Account' button, which is highlighted with a yellow box. A 'Log-Out' button is also visible. At the bottom, there is a link to 'Enable Social Media'.

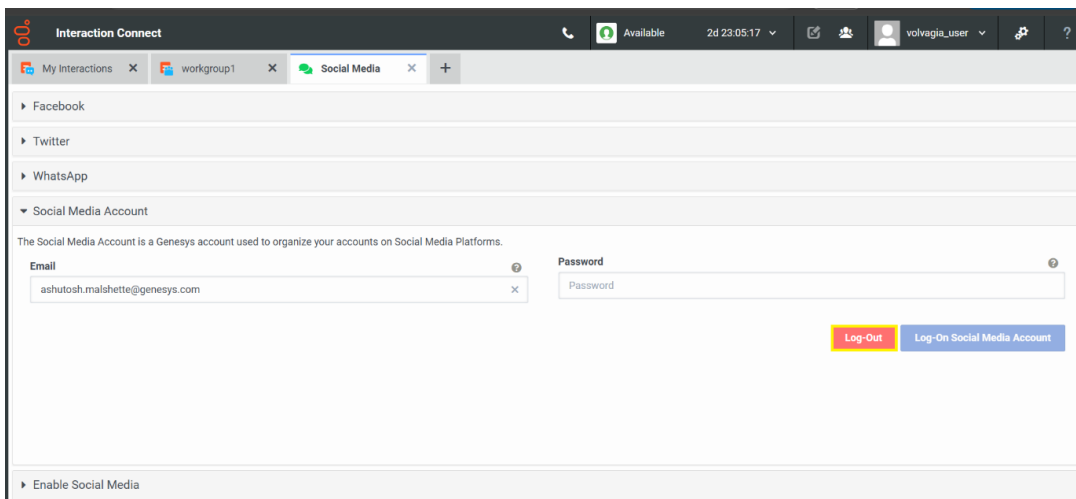
2. Verify that the Facebook and Twitter accounts have loaded correctly.

The screenshot shows the 'Facebook' section of the 'Social Media' tab. It features a dropdown menu labeled 'Account:' with the text 'Make a selection'. To the right of the dropdown are two buttons: 'Remove Facebook Account' and 'Add Facebook Account'. Below the dropdown, a search bar is visible with a magnifying glass icon and the text 'Search'. A list of names is displayed below the search bar, including 'Ashutosh Malshette' (highlighted in blue) and 'Sabari Sankar'. The 'New' button is also visible on the left side of the dropdown menu.

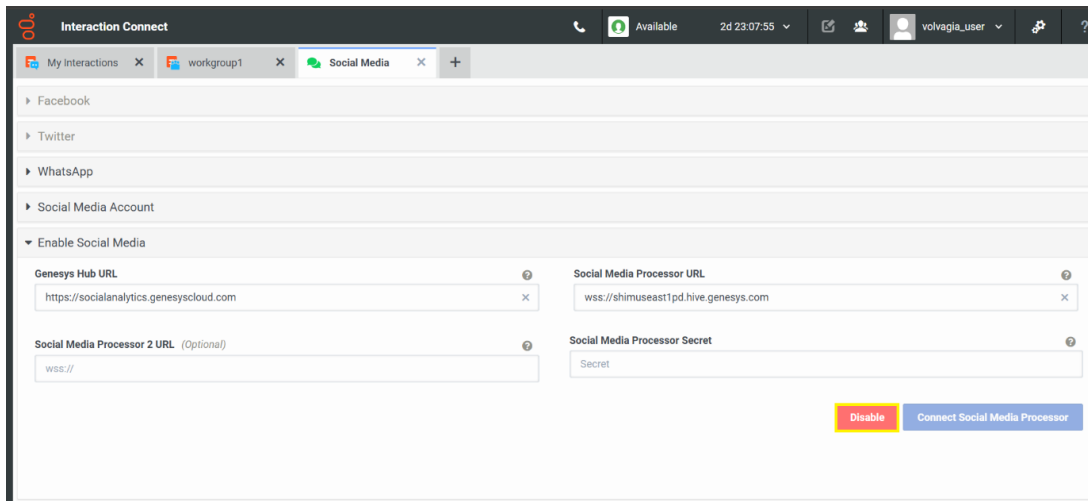


4.3 Rollback

1. Log out of the social media account.



2. Disable the social media integration.



The screenshot shows the 'Interaction Connect' interface with the 'Social Media' tab selected. The left sidebar lists 'Facebook', 'Twitter', 'WhatsApp', and 'Social Media Account'. The main content area is titled 'Enable Social Media' and contains four input fields: 'Genesys Hub URL' (https://socialanalytics.genesyscloud.com), 'Social Media Processor URL' (wss://shimuseast1pd.hive.genesys.com), 'Social Media Processor 2 URL (Optional)' (wss://), and 'Social Media Processor Secret' (Secret). At the bottom right, there are two buttons: 'Disable' (yellow) and 'Connect Social Media Processor' (blue).

3. Re-enable the social media integration using the previous social media processor URL.
4. Log back into the social media account.

FAQs

1. PureConnect Hive Migration – Is it needed for me?

If you are using any of the services mentioned in this document, then **YES**, you should follow the PureConnect Hive Migration steps.

2. Will the migration be done on the Prod environment directly?

We recommend following the migration steps in the staging environment, testing and confirming before applying the changes in the Production environment during non-production hours.

3. Any firewall or network connectivity required between PureConnect and the Hive environment?

- a) Ensure the following Fully Qualified Domain Name (FQDN) is reachable from your network

***hive.pccextendedsupport.com**

- b) NOTE: If you are using Chat Service, please ensure the following WebSocket URL is reachable from your network

wss://26v2bc3i7j.execute-api.us-east-1.amazonaws.com/v1

4. Do I need to follow the Migration steps by myself?

Yes, the migration steps are self-explanatory and minimal. For assistance, send an email with details to: PCHiveMigration@pccextendedsupport.com

5. While following the migration steps, if I need any help, whom should I reach for assistance?

- a. Please ensure that PureConnect FQDN is reachable from your network.

***hive.pccextendedsupport.com**

- b. We recommend following the migration steps in the staging environment, testing and confirming before applying the changes in the Production environment during non-production hours.

- c. For assistance, send an email with details to

PCHiveMigration@pccextendedsupport.com

6. How to get help for upgrading CIC 2023R3 or to the latest version?

Please follow the existing process and reach out to the PureConnect CARE team.

7. When is the last date for PureConnect Hive Migration?

All Customers and Partners must migrate to the new environment appropriately on or before 31st October 2025, after which the existing services will not be functioning.

8. What is the minimum validated version of PC4SF for PureConnect Hive Migration?

Minimum validated version of PC4SF is 2020-R3, CTI Web App 1.6.2967.

9. Is the Salesforce Managed package also to be upgraded as part of Hive Migration?

It's not necessary that the Salesforce Managed package also be upgraded; using the latest Salesforce Managed Package should be fine.

10. Is there a Salesforce KB article available for Hive migration?

S.No	Name	URL
a.	PureConnect Hive customers should migrate to PureConnect Hive Environments by 31 st October2025	To be updated
b.	How to migrate to PureConnect Hive Environments	To be updated
c.	PureConnect Hive Migration FAQ	To be updated

11. For **Widgets Chat Service**, what **FQDNs** are to be whitelisted for the Hive Environment?

Old Chat Service:

<https://pureconnect-chat.hive.genesys.com>

New Chat Service:

<https://pureconnect-chat.hive.pccextendedsupport.com>

Old WebSocket:

wss://lr116vh029.execute-api.us-east-1.amazonaws.com/v1

New WebSocket:

wss://26v2bc3i7j.execute-api.us-east-1.amazonaws.com/v1

12. Can I use a different version of the CIC and IC setups?

The recommended way is to use CIC and IC with the same version & to the latest versions.

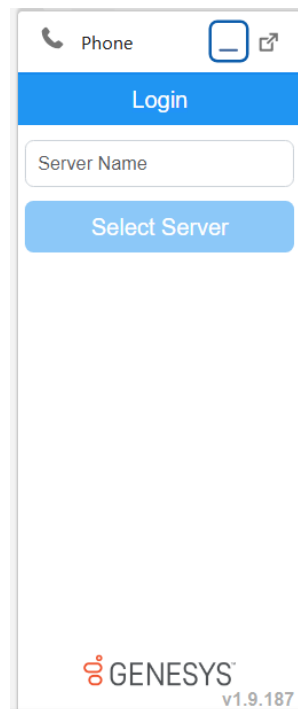
13. What is the impact if I have not migrated to the Hive Environment for the PC4SF service?

The recommended way is to use CIC on the latest versions.

Prior to 31st October 2025:

Prior to 31st October 2025, the PC4SF service will be available on the Salesforce page.

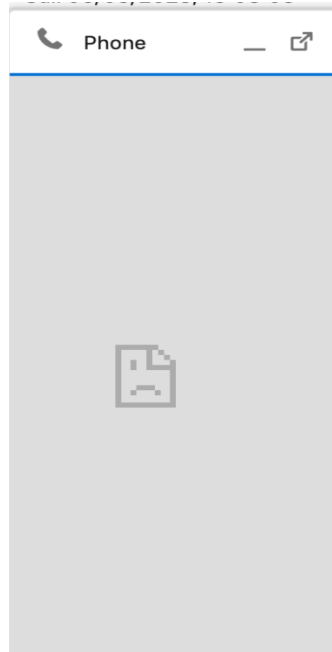
Given below is a reference screenshot,



After October 2025:

After 31st October 2025, If the PureConnect systems are not migrated to Hive, the PC4SF service would not be available.

Given below is a reference screenshot,



14. What is the impact if I have not migrated to the Hive Environment for the Widgets service?

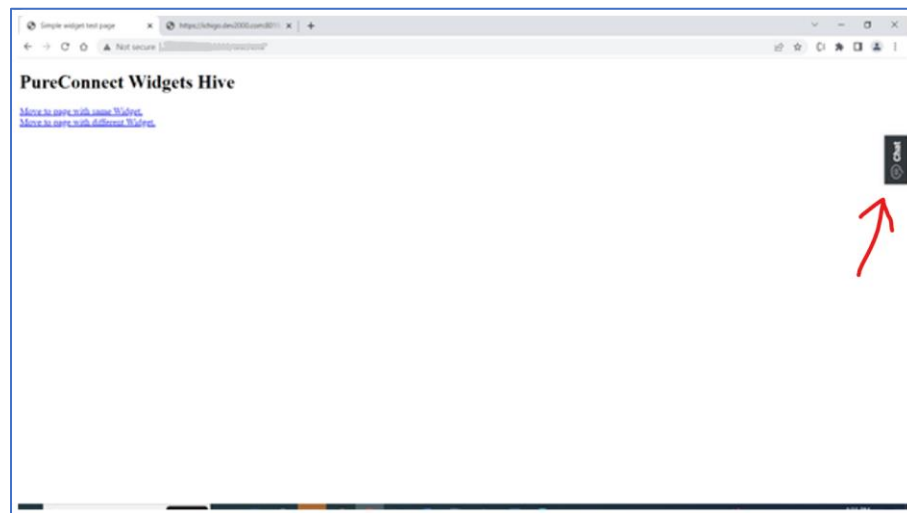
The recommended way is to use CIC and IC with the same version & to the latest versions.

For WebChat

Prior to 31st October 2025:

Prior to 31st October 2025, the WebChat Plugin will be available on the Customer website to initiate Interaction (Ex, WebChat Plugin).

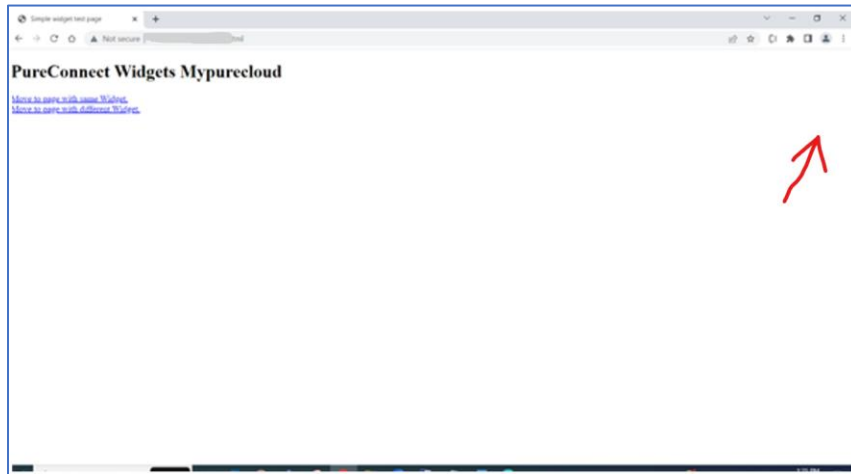
Given below is a reference screenshot that shows the WebChat plugin,



After 31st October 2025:

After 31st October 2025, if the IC does not migrate to new Hive domain, the WebChat plugin will not be displayed.

Given below is a reference screenshot,



15. What is the impact if I have not migrated to the Hive Environment for the WebRTC service?

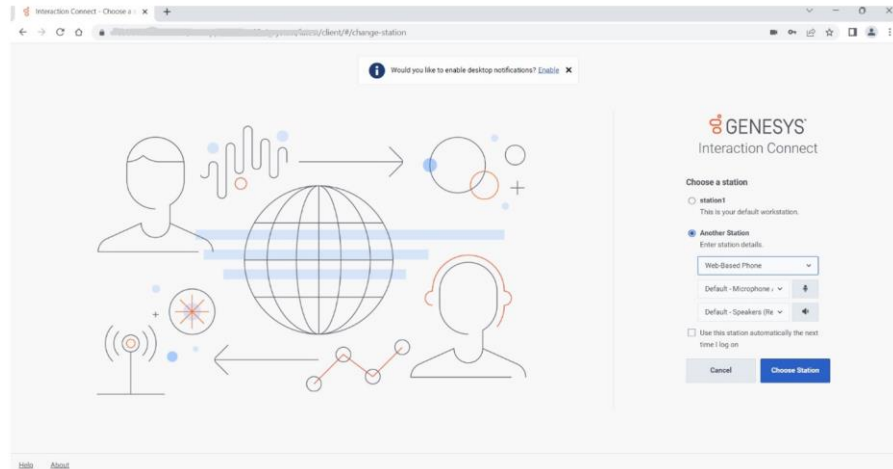
The recommended way is to use CIC and IC with the same version & to the latest versions.

For WebRTC

Prior to 31st October 2025:

Prior to 31st October 2025, Agent will be able to connect to Web web-based phone successfully through the configured station.

Given below is a reference screenshot,

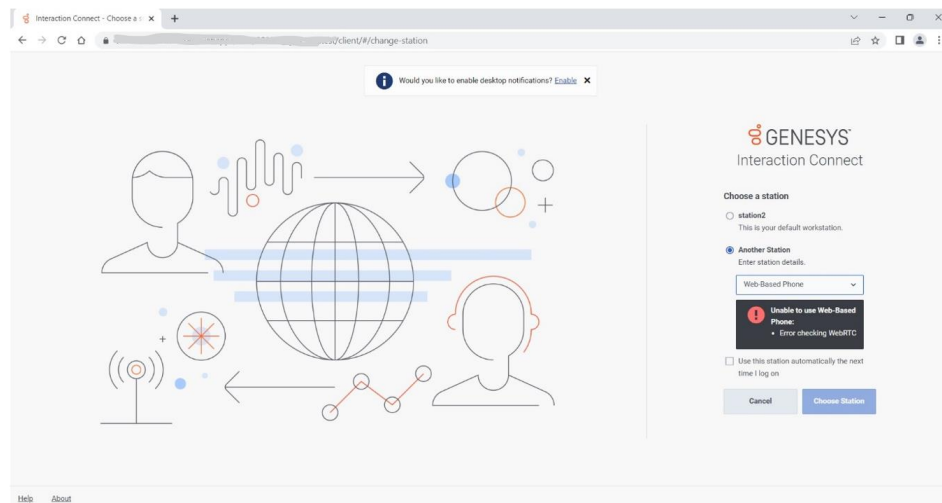


After a successful login, the Agent can manage Customer Interactions

After 31st October 2025:

After 31st October 2025, **the Agent will not be able to connect to the web-based phone** successfully through the configured station.

Given below is a reference screenshot,



Agent unable to use Web-Based Phone and would not be able to manage Customer Interactions.

16. What is the impact if I have not migrated to the Hive Environment for the Social Media service?

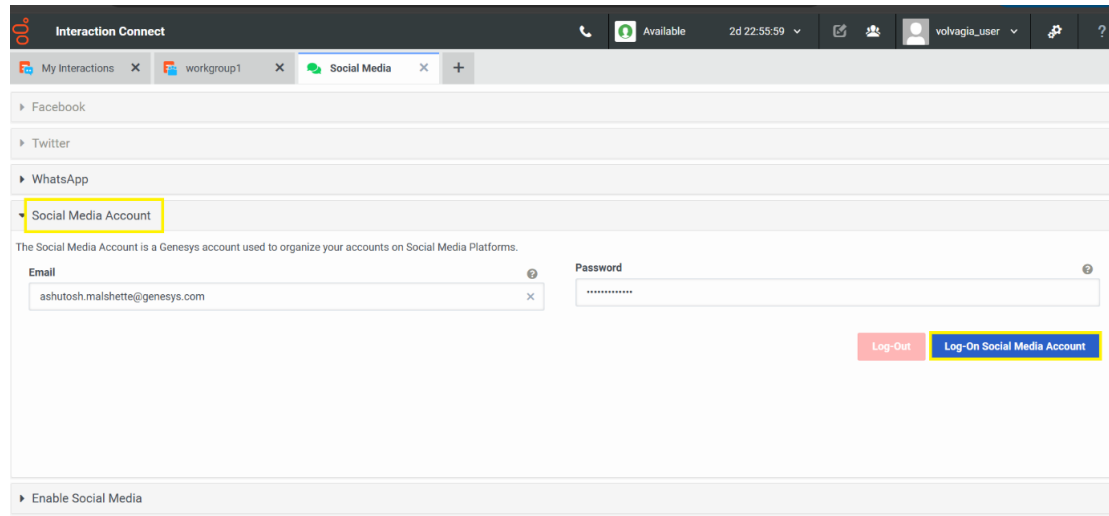
The recommended way is to use CIC and IC with the same version & to the latest versions.

For Social Media

Prior to 31st October 2025:

Prior to 31st October 2025, Agents can enable social media and will be able to login to their social media accounts.

Given below is a reference screenshot,

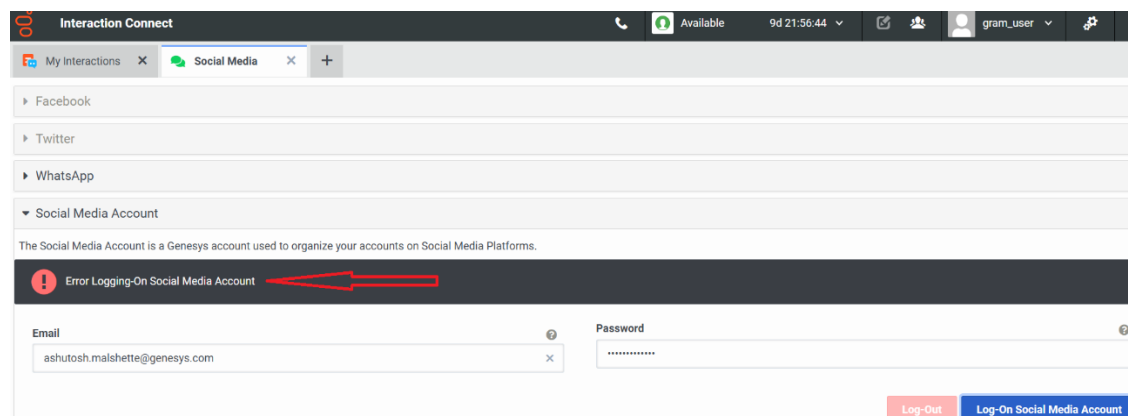


After a successful login, the Agent can manage Customer Interactions

After 31st October 2025:

After 31st October 2025, **Agents cannot enable social media and will not be able to login to their accounts.**

Given below is a reference screenshot,



Agent unable to login to social media account and would not be able to manage Customer Interactions.

Hive Migration Doc Version History

Version	~Date Last modified	Description
1.3	16-Jul-2025	Review comments updated in sections Hive service, FAQs,
1.2	20-Jun-2025	Review comments updated in sections Hive service, FAQs,
1.1	17-Jun-2025	Initial review & modification
1.0	June, 2025	Initial Version