GENESYS™

Genesys PureConnect Data Extractor Application
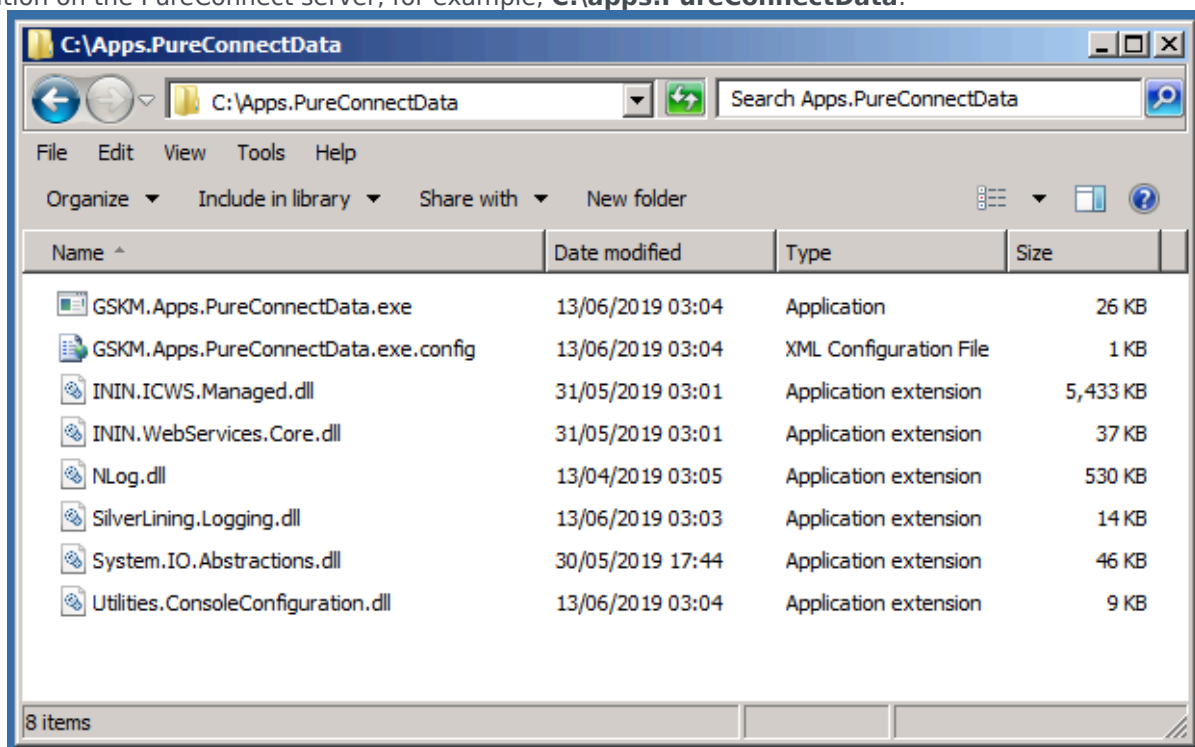
Installation and Setup

12/15/2025
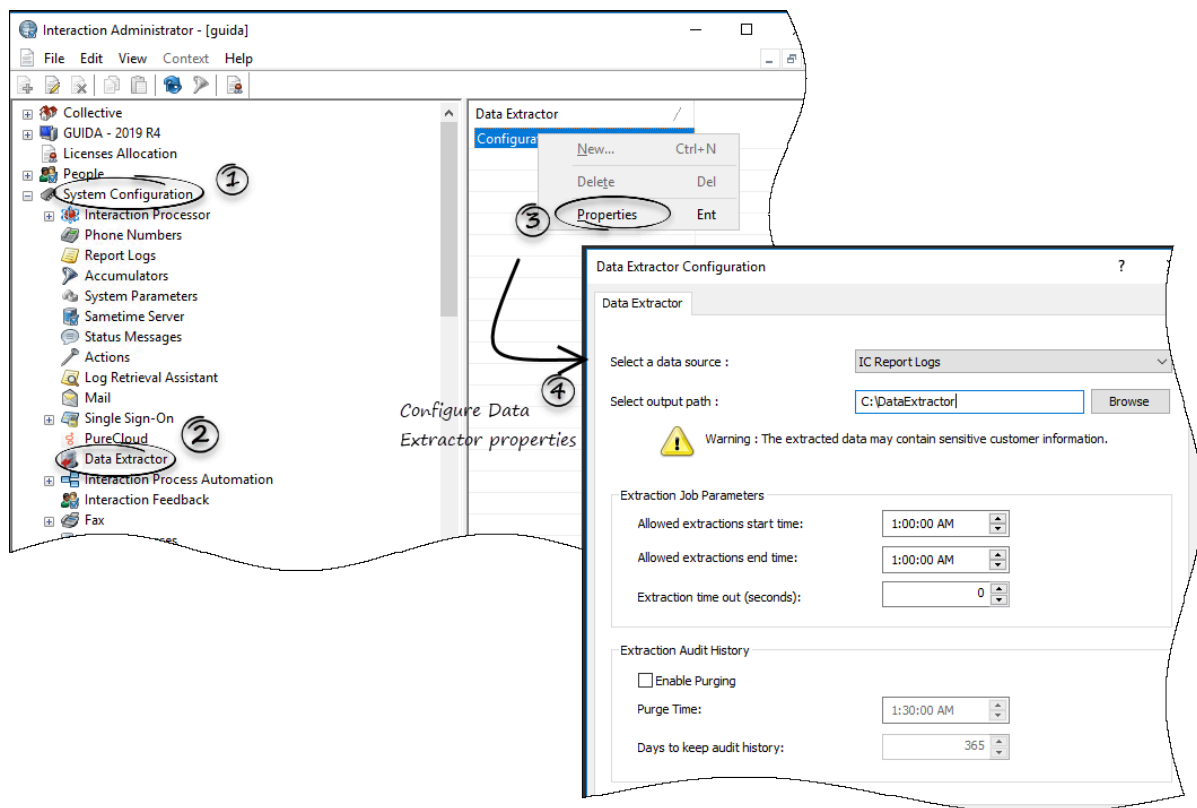
Installation and Setup

Make sure you have everything mentioned in the prerequisites.

Follow the procedure below to install and set up the PureConnect Data Extractor application in the PureConnect server.

1. Log in to the PureConnect server as a **Windows** administrator.

2. From the **Performance DNA** release folder, copy the **Apps.PureConnectData** folder to a known location on the PureConnect server, for example, **C:\apps.PureConnectData**.

3. Create a working folder to store extracted data files, for example, **C:\DataExtractor**.

4. Run the PureConnect Interaction Administrator application from the Windows **Start** menu and log in as a PureConnect administrator.

5. Click and expand **System Configuration** from the left pane and then select the **Data Extractor** menu.

6. On the right pane, right-click the **Configuration** item and then select **Properties**.

7. In the **Data Extractor Configuration** dialog that appears, modify the following values and leave other fields with default values:

   - **Select a data source** - set this drop-down list value to **IC Report Logs**.

   - **Select output path** - browse and locate the working folder created in step 3.

8. Click **Ok**.