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Web Services and Applications Migration Guide

Migration procedure

12/16/2025

Migration procedure

This article describes the migration procedure to migrate your data to Genesys Web Services (GWS) 8.6.

1. To facilitate multimedia transfers and consultations between GWS 8.5 and GWS 8.6, upgrade to the latest GWS version 8.5.203.05 or later. For more details, refer [Upgrading Web Services and Applications](#) to migrate to the latest 8.5.2 version.
2. Ensure preparation steps described in [prepare for migration](#) have been completed.
3. Configure separate GWS 8.6 account in Configuration Server to be used in the following step.
4. Set the following for Configuration Server data migration:
 - **Configure Objects' visibility** - for each object that was configured `import=false` in the **htcc Annex** section of the object or object's folder, remove read permissions from the user account (see `environment.yaml` username). This ensures the **hidden** folders and objects don't have read permission.
 - If dn-less phone number is used in Genesys Web Services (GWS) 8.5, then switch to using a dynamic-dn solution: In the **interaction-workspace** section of the GWS 8.6 Cloud application, set the following:
login.voice.prompt-dn-less-phone-number = false
login.voice.prompt-dn-less-phone-number.enable-dynamic-dn = true
5. If your current deployment environment has persistent data for Custom Contacts or Settings stored in Cassandra, the following objects from the Persistent Data storage can be migrated:
 - **Contacts**
 1. From the Genesys Web Services (GWS) 8.5 cluster, list the custom contacts by using the following API request:
`GET /api/v2/contacts?type=Custom`
 2. On the Genesys Web Services (GWS) 8.6 cluster, create the contacts (from above 8.5 list) to **SQL storage** by using the following API request:

```
POST .../api/v2/contacts
{
  "name": "My Custom Contact",
  "phoneNumber": "123-456-7899"
}
```
 - **Settings**
 - Compare Custom Settings between GWS 8.5 and 8.6 by `GET /api/v2/settings` and in case of any discrepancies contact your Genesys Representative.

Important

If you need further assistance in persistent data migration, contact your Genesys Representative.

6. Deploy GWS 8.6 Node Pools sized for initial group of agents.
7. Move a group of agents from 8.5 to 8.6 environment by using the new URL for 8.6.
8. Ensure the agents moved to 8.6 could perform fundamental contact center operations such as handling calls including consultations, transfer, and so on.
9. Scale down GWS 8.5 Node Pool as necessary.
10. Repeat the process for the next group of agents until all agents are onboarded to 8.6.
11. Scale up GWS 8.6 Node Pools as necessary.
12. If you are using a Web Services and Applications 8.5 API which has been deprecated in Web Services and Applications 8.6, then please contact your Genesys Representative to review.

If your organization uses Gplus Adapter for Salesforce, refer the migration procedure [here](#).