GENESYS

Customer Genesys Cloud Environment Hardening Guide

Intent

This guide is a reference for customers to harden their Genesys Cloud environment configuration.

Construct

This guide informs the reader of the available security features to harden their Genesys Cloud environment. Each topic below has the link to the Genesys Cloud resource which instructs configuration. Furthermore, to support customers integrating the Genesys Cloud CCAAS in their information security &/or resilience management the ISO references for both 27001:2013 and 27002:2022 have been added.

Role assignments

Role Based Access Control

Link to guidance: https://help.mypurecloud.com/articles/products-roles-and-permissions-list/

Supports least privilege access, the foundation of Role Based Access Control (RBAC) and 'zero trust'.

ISO 27001:2013   **A.9.2.2**   ISO 27002:2022   **5.3**

SSO integrated role assignments

Role Based Access Control

Link to guidance: https://help.mypurecloud.com/articles/about-genesys-cloud-scim-identity-management/

Supports least privilege access, for RBAC, when using Single Sign On (SSO) for federated authorization.

ISO 27001:2013   **A.9.4.2**   ISO 27002:2022   **5.17**

Single Sign On (SSO)

Federated authentication

Link to guidance: https://help.mypurecloud.com/articles/use-sso-instead-of-genesys-cloud-login-credentials/

This supports the utilization of organizational authentication methods to access your Genesys Cloud instance

ISO 27001:2013   **A.9.4.2**   ISO 27002:2022   **5.17**

SSO integrations

Federated authentication

Link to guidance: https://help.mypurecloud.com/articles/about-single-sign-on-sso/

Supports SSO with third party identity providers, i.e. Okta, Salesforce etc

ISO 27001:2013   **A.9.4.2**   ISO 27002:2022   **5.17**

Password requirements configuration
Password complexity

Link to guidance: https://help.mypurecloud.com/articles/set-password-requirements/

Forces your organizational password complexity requirements to your Genesys Cloud configuration

ISO 27001:2013   **A.9.4.3**   ISO 27002:2022   **5.17**

Voice recordings encryption
Cryptography

Link to guidance: https://help.mypurecloud.com/articles/encryption-keys-page/

Manages the rotation of encryption keys over voice recordings

ISO 27001:2013   **A.10.1.1**   ISO 27002:2022   **8.3**

Session authorization
Access control

Link to guidance: https://help.mypurecloud.com/articles/about-oauth-scopes-for-applications/

Configures OAuth for session access for support

ISO 27001:2013   **A.9.4.2**   ISO 27002:2022   **8.27**

Source IP permissions
Network controls

Link to guidance: https://help.mypurecloud.com/articles/allow-ip-addresses/

Limits access to customer instances according to source IP

ISO 27001:2013   **A.13.1.1**   ISO 27002:2022   **8.27**

Data actions security enhancements
Network controls

Link to guidance: https://help.mypurecloud.com/articles/security-for-data-actions/

Increases security across customer instances. **Note**: May not be available for all data integrations

ISO 27001:2013   **A.13.1.2**   ISO 27002:2022   **8.27**

Alert creation
Action Catalog

Link to guidance: https://developer.genesys.cloud/platform/audit/actioncatalog

Create alerts, allow auditing & create approval workflows.

ISO 27001:2013   **A.12.4.1**   ISO 27002:2022   **5.24**

SIEM integration

Amazon Eventbridge

Link to guidance: https://help.mypurecloud.com/articles/about-the-amazon-eventbridge-integration/

Automate alerting and integration with your SIEM through Amazon EventBridge.

ISO 27001:2013   **A.12.4.1**   ISO 27002:2022   **5.24**

Session timeout

Session timeout

Link to guidance: https://help.mypurecloud.com/articles/set-an-automatic-inactivity-timeout/

Implement automatic log out after periods of inactivity.

ISO 27001:2013   **A.9.4.2**   ISO 27002:2022   **8.27**