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Genesys Multicloud CX User Guide

Open Platform

Contents

- [1 Infrastructure](#)
- [2 Supported Standards and/or Certifications](#)
- [3 Portal](#)
- [4 Agent Setup](#)
- [5 Cloud Data Download Service \(CDDS\)](#)
- [6 OS and Browser Support](#)
- [7 Telecom Architecture](#)
- [8 Device Management](#)
- [9 Supported Hard Phones](#)
- [10 Supported Softphones](#)

Describes Genesys Multicloud CX Open Platform.

Creating and integrating a diverse set of CX systems and services is difficult. Genesys Multicloud CX provides you with the tools to meet the unique challenges and needs of your business.

Infrastructure

Genesys is responsible for all aspects of the Genesys Multicloud CX Service infrastructure located between the points of service demarcation with the customer's network, including Genesys-provided third-party applications, and other software, servers, select telecom services, load balancing, disaster recovery, capacity management, and more. Genesys' role and responsibility is further subject to the Genesys Multicloud CX Customer Care Support Guide. The service is available in the following regions, subject to current country-specific legal or regulatory constraints.

Genesys CX on AWS	<ul style="list-style-type: none">• USA• Canada• Europe• APAC
Genesys CX on Azure	<ul style="list-style-type: none">• March 31, 2021: United States of America• April / May 2021: Europe• End of September 2021: APAC

Supported Standards and/or Certifications

- SOC-II
- ISO 27001
- GDPR
- PCI-DSS
- HIPAA

Portal

The main access point to all Genesys Multicloud CX user interfaces is the Genesys Multicloud CX Portal. The interfaces on the Portal are divided into three separate categories:

- **User interfaces** – standard interfaces to contact center services such as Agent and Supervisor workspace, Workforce Management, and Reporting. These interfaces are used by agents, supervisors, and managers.
- **Administration interfaces** – used by Contact Center administrators, supervisors, and managers to configure users, resources (such as IVR), and applications based on their roles.
- **Support interfaces** – used by authorized contact center administrators to submit requests with Genesys Customer Care and to view service status and schedule.

Agent Setup

Agent Setup is the Genesys Multicloud CX user management tool that provides support for customer administration of their contact center personnel resources. Among other capabilities, it includes support for:

- Agent & Skills management
- Bulk user provisioning (import and export of configuration data)
- Agent and supervisor workspace management and configuration
- Managing Caller ID for Outbound calls through the desktop
- Managing screen pop content
- Managing agent views
- Change control and audit

Cloud Data Download Service (CDDS)

The Cloud Data Download Service allows Genesys Multicloud CX customers to export and download multiple types of data from a single user interface. Annual or scheduled exports can be configured by the user in the CDDS UI. The service currently supports data export from UCS.

OS and Browser Support

Genesys Multicloud CX services support a selection of popular operating systems and web browsers. Details are maintained on the Genesys Multicloud CX documentation site.

Telecom Architecture

User access to the service is the responsibility of the customer. The customer provides bandwidth and availability based on the minimum requirements provided by Genesys.

Device Management

Enables a Genesys administrator to centrally manage and configure AudioCodes and Polycom SIP phones.

Supported Hard Phones

Vendor	Phone Model	Firmware Version
AudioCodes	All 4xxHD Phones (420HD, 430HD, 440HD)	2.x (2.2.2+)
Genesys	420HD	2.x (2.2.2+)
Polycom	VVX IP Phones (VVX300, VVX400, VVX500, VVX600, etc.)	4.x, 5.x
Polycom	SoundPoint IP Phones (320, 335, 450, 550, 650, 670, etc.)	3.2.x, 4.0.x (v4.0.3.7562+)

Supported Softphones

Soft Phone Vendor	Phone Model	Phone Version
Genesys	SIP Endpoint SDK	8, 8.1, 8.5
Genesys	Workspace SIP Endpoint	8, 8.1, 8.5
Genesys	Softphone	8.5, Genesys Softphone 9.0