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Genesys Multicloud CX User Guide

Wireless out-of-band management

9/15/2025

Explains the Genesys Multicloud CX wireless out-of-band management restrictions associated with the use of wireless devices in Genesys data centers.

Where available*, Genesys will permit customers to use wireless devices in Genesys data centers to provide out-of-band management of their equipment used to access the Genesys Multicloud CX service infrastructure subject to the following restrictions:

- Customers' wireless devices shall not be part of the Genesys Multicloud CX environment and placement of wireless devices will not be permitted in the Genesys Multicloud CX environment;
- Wireless devices, including antennas, must be located in rack space that Genesys designates for use solely by customers;
- Customer must lease rack space from Genesys pursuant to a Services Order;
- Customer is responsible for ensuring that it leases enough rack space to accommodate antennas for the wireless devices;
- Customers are responsible for procuring wireless services, including the determination as to whether such services are sufficient to meet customers' requirements;
- Customers are responsible for management and maintenance of the wireless devices;
- If a customer requires changes to wireless devices that necessitates any changes to the wireless equipment, Genesys shall charge customer for such support on a time and materials basis;
- If a customer requires access to its wireless devices in the data center, such access shall be subject to Genesys' policy, including but not limited to the requirement that customer personnel be escorted by Genesys or a Genesys representative;
- Genesys reserves the right to impose additional reasonable requirements and/or fees based on customers' use of wireless devices; and
- Genesys shall have no liability to customers with respect to the use of wireless devices for out-of-band management, including any outages or equipment failures affecting the wireless devices and/or customers' ability to remotely manage their equipment.

* Applicable to Genesys CX on AWS only.