Genesys Multicloud CX User Guide

4/24/2024

Introduction to the Genesys Multicloud CX User Guide.

This User Guide describes the elements of the Genesys Multicloud CX Service that are available for consumption. Only elements specified in a Genesys Services Order will be made available to any individual customer as indicated in the agreement.

- Genesys Multicloud CX Service elements
- Digital
- Inbound
- Routing
- Analytics
- Outbound
- Self-Service and Automation
- Collaboration
- Workforce Engagement Management
- Omnichannel Desktop
- Integration
- Open Platform

This User Guide includes information about the Genesys Multicloud CX policies.

- Genesys Multicloud CX Data Retention Policy
- Wireless out-of-band management
- Support
- Genesys Multicloud CX billing measurement definitions
- Accessibility

For detailed documentation about the Genesys Multicloud CX platform, visit the Multicloud Resource Center.

* Genesys Multicloud CX customer documentation