



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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](#)
-