GENESYS™

Digital Channels Administrator's Guide

4/24/2024

Contents

Related documentation:

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Get started with Digital Channels

Find out how to get started with Digital Channels.

- Getting started with Advanced Chat
- Configure Agent UI

Set up Messaging Channels

Learn how to set up Facebook, Twitter, WhatsApp, and SMS.

- Set up Facebook and Twitter
- Set up WhatsApp
- Integrate with Genesys Hub
- Create Service Channel
- Set up SMS

Digital Channels Admin

Learn about the administrator features available for Digital Channels Admin .

- Manage PII
- Manage standard responses
- Manage field codes
- Manage custom variables
- Manage API keys
- Tenant Settings
- Manage SMS Keywords

Related documentation

Learn about how email works in Genesys Multicloud CX.

- How email works