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Digital Channels Private Edition Guide

About AI Connector

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Learn about AI Connector and how it works in Genesys Multicloud CX private edition.

Related documentation:

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The AI Connector interfaces with third-party natural language processing and virtual agent frameworks to stream audio and chat messages, and then deliver the results to the Genesys agent desktop or bot conversations. It makes the interface available as an HTTP webhook endpoint where voice and digital channels can send interaction events.

Important

The term “Athena” is used in some places in this article. It is the simplified name used for the AI Connector application and nodes.

Supported Kubernetes platforms

AI Connector is supported on the following cloud platform:

- Google Kubernetes Engine (GKE)