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Email Private Edition Guide

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

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Genesys Multicloud CX Email service builds on top of IWD. It adds Email connector for IMAP/SMTP servers, Office365 Graph, and Gmail services to retrieve and send email messages. The Email service processes emails the same way as work items by classifying them into multiple categories, prioritizing, and preparing them for routing to agents. The Email service also takes care of generating auto responses.

Supported Kubernetes platforms

Email service is supported on the following cloud platforms:

- Azure Kubernetes Service (AKS)
- Google Kubernetes Engine (GKE)

See the Email Release Notes for information about when support was introduced.