Genesys Multicloud CX - Security use cases

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Provides information on security use cases in Genesys Multicloud CX.

The following table provides information on security use cases:

#	Description	Further information
1	Integrating Multicloud CX with my own user directory/ single sign on/multifactor authentication	Multicloud CX support Single Sign On integrati
2	How roles and permissions are managed	Role and Permission Administration, Configurir and Roles
3	How to collect sensitive information from customers securely in my IVR	Secure Variables in Designer
4	Separating access by different departments in my organization	Designer Roles and Partitions, CX Contact Part
5	How my recordings are protected	Interaction Recording Encryption and Key Man **Important**: It is essential to back up recording encryption unrecoverable.
6	Keeping sensitive parts of my agents' conversations from being recorded	Secure Pause for Recording **Important**: In many cases it is recommended to collect s instead of collecting from conversations with agents.
7	Limiting who can see certain metadata about my recordings	Restricting Metadata in Quality Management
8	Avoiding sensitive information in recordings from being played back and transcribed	Hidden Confidential information from users
9	Preventing unwanted information from appearing in my interaction history	PII Management for digital in Designer
10	How my data is securely exported back to my premises	How Cloud Data Download Service Works for c interaction history Secure access to BLOB Storage for export **Important**: It is a best practice to download data and ha longer needed in cloud.
11	Developing secure integrations to Multicloud CX	Authentication API for integrations