Privacy Manager Plug-in for GAX

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Privacy Manager is a Genesys Administrator Extension (GAX) plugin that allows the administrator to assign rules and actions to incoming text-based messages to protect private information.

For instance, the administrator can configure a rule that looks for an alphanumeric pattern used in a Social Security Number and mask the data completely or partially. The same can also be done for an account number, credit card number, phone number, and or any other custom alphanumeric string that follows a defined pattern.

This guide describes how to deploy, configure, and use Privacy Manager.

- Deploying Privacy Manager
- Configuring Privacy Manager
- Using Privacy Manager
- Role-Based Access Control
- Routing Strategies for Sensitive Data