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EX Engage Connector Deployment Guide

[Overview](#)

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Overview

Genesys EX Engage Connector allows integrating Genesys Cloud services such as WFM, Gamification, Coaching, Recording Management, Quality Monitoring, Speech and Text Analytics, and others to an existing Genesys Engage contact center through the Genesys Cloud EX Organization.

Engage Connector supports WEM features through REST APIs by the following synchronization options:

- Synchronizing configuration data
- Synchronizing agent statuses and status updates
- Synchronizing interaction data
- Synchronizing recording and metadata