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Genesys App Automation Platform Reference Guide

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Welcome to the Genesys App Automation Platform Reference Guide.

This document details useful reference information pertaining to your Genesys App Automation Platform (GAAP) deployment.

Who should use this document?

The intended audience for this document are advanced users who want more information on setting up advanced features in GAAP.

What is in this document?

This document explains the following topics:

- Using WebIVR MicroApps - How to deploy WebIVR-based MicroApps using the Genesys Widgets framework.
- Using Multimodal Communication - How to use multiple modes of communication in a single interaction to best serve the customer.
- Database schema information - Provides information on database views.
- Call Processing - Provides information on the logic applied at the end of calls and associated backlog processing, if necessary.