Genesys Intelligent Automation Reference Guide

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9.x **Genesys Intelligent Automation** is part of 9.x, which can include component releases from both 9.1.x, 9.0.x, and 8.5.x code streams. See Genesys Intelligent Automation to check which component releases are part of 9.x. **intelligent Workload Distribution** is part of 9.x, which can include component releases from both 9.1.x, 9.0.x, and 8.5.x code streams. See intelligent Workload Distribution to check which component releases are part of 9.x.

This document provides useful reference information pertaining to your Genesys Intelligent Automation deployment.

About Intelligent Automation

User Authentication and Authorization

Database Views Schema

SNMP Traps

Call Processing

Changes in this Document

Features of Intelligent Automation

Using WebIVR MicroApps

Using Multimodal Communication

Using Bots

Support for GDPR

Hive-off Processes

SQL Server

Oracle