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Genesys Intelligent Automation Deployment Guide

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Genesys Intelligent Automation Deployment Guide

This document describes the necessary steps to deploy Genesys Intelligent Automation.

Overview

About Intelligent Automation
Pure Engage and Pure Connect
GDPR compliance
Architecture
Supported Languages
Changes in this document

Sizing and Prerequisites

Hardware sizing
Software requirements
IVR requirements
Standards and protocols
Pre-installation Checklist

Deployment

Installing Intelligent Automation
Configuring Intelligent Automation