

GENESYS[®]

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Intelligent Automation Reference Guide

Genesys Intelligent Automation Reference Guide

5/5/2025

Genesys Intelligent Automation Reference Guide

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	Features of Intelligent Automation
User Authentication and Authorization	Using WebIVR MicroApps
Database Views Schema	Using Multimodal Communication
SNMP Traps	Using Bots
Call Processing	Support for GDPR
Changes in this Document	
Hive-off Processes	
SQL Server	
Oracle	