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# GRS Best Practice Guide

Solution-Specific Templates

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# Solution-Specific Templates

Click on these links for information about the standard templates supplied out-of-box with the relevant products:

- [\*\*Conversation Rules Template Guide\*\*](#)
- [\*\*Genesys Proactive Engagement\*\*](#)
- [\*\*intelligent Workload Distribution \(8.1\)\*\*](#)