



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.

Social Media Solution Guide

eServices Social Media Solution Guide

12/12/2025

Contents

- 1 eServices Social Media Solution Guide
 - 1.1 About This Guide
 - 1.2 Interoperability and Compatibility
 - 1.3 Legal Terms for Social Engagement 9.0.0

eServices Social Media Solution Guide

About This Guide

This guide covers areas of information that are required for using the Genesys Social Engagement product. Topics cover the components of Genesys Social Engagement, other associated Genesys products, and some non-Genesys items.

This guide describes the following. Start your reading with the Genesys Social Engagement Overview.

- General information:
 - [Genesys Social Engagement Overview](#)
- Deploying [Digital Messaging Server](#)
- Using and understanding the [Samples for Social Media](#)
- Deploying the [Workspace Desktop Edition Plugin](#)

Interoperability and Compatibility

Information on interoperability of Social Engagement components with other eServices and Genesys components can be found in the eServices chapters of the [Migration Guide](#). See also the [eServices page](#) of the *Supported Operating Environments Guide*

Legal Terms for Social Engagement 9.0.0

Important

If you have not already done so, please read and review the terms and conditions outlined below. It is important that you do not proceed with this upgrade/deployment if you do not accept these terms and conditions.
Read the terms.