Genesys Security Deployment Guide

Genesys Rules System Support for GDPR

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This page describes product-specific aspects of Genesys Rules System support for the European Union's General Data Protection Regulation (GDPR) in premise deployments. For general information about Genesys support for GDPR compliance, see General Data Protection Regulation.

> ## Warning
> Disclaimer: The information contained here is not considered final. This document will be updated with additional technical information.

Genesys Rules System (GRS) is a Business Solution in which business logic is executed to make decisions related to Customer Service interactions. The client is typically a customer-facing IVR, website, or mobile application. Pertinent data collected by the client is passed into GRS for evaluation, and a decision is returned based on the configured business rules. The data that is collected and passed in is based on Genesys' customers' specific business requirements and will vary from solution to solution. While this data may contain PII, GRS itself does not store any PII as the rule execution is stateless. Data is passed in, evaluated, and a response returned but no data is stored or persisted in any form.

GRS and intelligent Workload Distribution

GRS is tightly integrated into Genesys intelligent Workload Distribution (iWD). Please refer to the GDPR statements for iWD.