

GENESYS

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Genesys Security Deployment Guide

Genesys Engage On-Premises Support for GDPR

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Important

For information on how Genesys Cloud compliance with GDPR, see Genesys Cloud and GDPR compliance page and for Genesys Engage cloud, see Genesys Engage cloud Support for GDPR.

The following list summarizes Genesys support for Right of Access (export) and Right of Erasure (forget)—across Genesys solutions and products. Products that potentially process but do not store PII are not included:

- Feature Server Support for GDPR
- Genesys Intelligent Automation Support for GDPR
- Genesys Interaction Recording and Analytics Support for GDPR
- Genesys Rules System Support for GDPR
- Genesys Voice Platform Support for GDPR
- Mobile Engagement Support for GDPR
- Predictive Routing Support for GDPR
- Web Services and Applications Support for GDPR
- Workspace Desktop Edition Support for GDPR
- Genesys CX Insights Support for GDPR
- Genesys Info Mart Support for GDPR
- Universal Contact Server Support for GDPR
- intelligent Workload Distribution Support for GDPR
- Outbound Contact Support for GDPR