Genesys Intelligent Automation Deployment Guide

Overview

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Genesys Intelligent Automation, formerly known as Genesys App Automation Platform (GAAP) and before that, SpeechStorm, is a solution that enables organizations to rapidly deploy phone self-service functionality to their customers, including intelligent call steering, for a more efficient and personalized customer experience.

Genesys Engage and PureConnect

As of release 9.0.001.01, Genesys Intelligent Automation is integrated with PureConnect. Intelligent Automation functions the same regardless of the Solution you are using, be it GVP (part of Genesys Engage) or PureConnect, and there is no difference in how you use it in day-to-day operations. Differences in installation are described in parallel with installation instructions for GVP.

Currently, PureConnect supports all but the following features of Intelligent Automation:

- Attach Data to the Call
- Conversation Manager
- Multi Mode
- Smart Transfer
- WhisperTransfer

For more information about PureConnect, refer to PureConnect documentation.

General Data Protection Regulation (GDPR) Compliance

Starting with release 9.0.002.00, Genesys Intelligent Automation is compliant with the General Data Protection Regulation (GDPR), passed by the European Union (EU) in 2016, that sets new rules for how companies manage and share personal data. It addresses the export of personal data outside the EU. The GDPR applies to enterprises across the globe that store the data of EU citizens.

For more information about GDPR and how it is implemented, refer to the Genesys Intelligent Automation Support for GDPR section of the Genesys Security Deployment Guide.