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Genesys Intelligent Automation Deployment Guide

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Genesys Intelligent Automation Deployment Guide

This document describes the necessary steps to deploy Genesys Intelligent Automation.

Overview

- About Intelligent Automation
- Pure Engage and Pure Connect
- GDPR compliance
- Architecture
- Supported Languages
- Changes in this document

Sizing and Prerequisites

- Hardware sizing
- Software requirements
- IVR requirements
- Standards and protocols
- Pre-installation Checklist

Deployment

- Installing Intelligent Automation
- Configuring Intelligent Automation