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# Genesys Driver for SMS and MMS Guide

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12/20/2025

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This document describes how to deploy and use the Genesys Driver for SMS and MMS.

## What is in this document?

- **Deploying the Driver**—Describes how to deploy and configure the driver in your environment.
- **Sample Business Processes**—Provides sample business processes to use with the driver.
- **Administering the Driver**—Describes how to administer various functions and features of the driver.
- **Security and Privacy**—Provides information specific to security and privacy features of the driver.

## How do agents use SMS and MMS?

Refer to the following topics in the Workspace Desktop Edition User's Guide:

- **Handle An SMS or MMS Interaction**
- **Transfer An SMS or MMS Interaction**