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Genesys Engage Digital (eServices)

eServices Options Reference

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Welcome to the Options Reference for eServices. This document describes the configuration options for the following components of eServices:

- [Apple Business Chat Plugin for Workspace Desktop Edition](#)
- [Genesys Driver for use with Apple Business Chat via Hub](#)
- [BotGatewayServer](#)
- [Chat Server](#)
- [Chat Server: Resource Access Point for Cassandra](#)
- [Classification Server](#)
- [Content Analyzer Plug-in for GAX](#)
- [Digital Messaging Server](#)
- [E-mail Server](#)
- [eServices Manager Plug-in for GAX](#)
- [Genesys Cloud API Driver for Facebook](#)
- [Genesys Cloud API Driver for Twitter](#)
- [Genesys Driver for SMS and MMS](#)
- [Genesys Driver for use with Genesys Hub](#)
- [Genesys Hub Plug-in for use with Workspace Desktop Edition](#)
- [Interaction Server](#)
- [Interaction Server Cluster](#)
- [Interaction Server Proxy](#)
- [Interaction Server Proxy Cluster](#)
- [Knowledge Manager](#)
- [Privacy Manager](#)
- [SMS Server](#)
- [Social Media Plug-in for use with Workspace Desktop Edition](#)
- [Training Server](#)
- [Universal Contact Server](#)
- [Universal Contact Server Proxy](#)
- [Genesys Driver for use with WeChat](#)
- [WeChat Plug-in](#)

Chapters on the eServices components that are not listed above are under development; refer to the [eServices 8.5 Reference Manual](#) for those components.

Important

Descriptions of configuration options provided in this *Options Reference* are definitive. Refer to the [eServices 8.5 Reference Manual](#) only for those eServices components that are not yet covered in the *Options Reference*.