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Genesys Care Workbench - Data Purge Utility User Guide

Genesys Care Workbench 8.5 GDPR - Data Purge Utility User's Guide

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Overview

The General Data Protection Regulation (GDPR) is a regulation in EU law on data protection and privacy for all individuals within the European Union and the European Economic Area. There is a requirement for Genesys customers located in Europe or serving the European market to meet the standards of the EU GDPR.

To enable them to meet these requirements, Genesys customers using the **Genesys Care Workbench 8.5** need to have the capability to purge any application data that may contain PII (Personally identifiable information). This Workbench 8.5 - Data Purge Utility enables that for all 8.5.x Workbench releases.