

GENESYS

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Workbench User's Guide

GDPR

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Important

Workbench 9 currently does **NOT** support GDPR access or erasure requests for data that is stored for an extended period.

Important

To meet EU GDPR (European Union General Data Protection Regulation) compliance, customers/partners should ensure that the Workbench "**Retention Period**" option within the Configuration/General section is set to **30 days or less** (if adherence to EU GDPR is required).

Workbench User's Guide 2