

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workbench User's Guide

Intended Audience

Intended Audience

This document is intended primarily for Genesys platform System Administrators, Contact Centre Managers and Operations Personnel.

Important

• You should be familiar with Genesys Engage On-Premise components, architecture and functions.

Workbench User's Guide 2