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Genesys-Wide Library Book

GDPR Support - Draft

12/22/2025

GDPR Support - Draft

Xavier, when the time comes to publish, you would use the update tool to push this content to another page in this manual, GDPR_Support_Published. The template on the customer-facing Security Guide page will pick up draft or published content, depending on the version of the Security Guide page.

Solution	Analytics
Product	Genesys Info Mart
prodshort	GIM
Component	Genesys Info Mart
Compshort	GIM
Cloud	Future
Premise	yes
Export	8.5.010
Forget	8.5.010
Comment	
SecurityGuidePage	yes

Solution	Digital
Product	eServices
prodshort	ES
Component	Universal Contact Server
Compshort	UCS
Cloud	yes
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Genesys Intelligent Automation (formerly Genesys App Automation Platform (GAAP) or SpeechStorm)
prodshort	GAAP
Component	Genesys Intelligent Automation
Compshort	GAAP
Cloud	
Premise	yes
Export	yes

Solution	
Forget	yes
Comment	
SecurityGuidePage	yes
Solution	Outbound
Product	Outbound Contact
prodshort	OU
Component	Outbound Contact
Compshort	OU
Cloud	yes
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes
Solution	
Product	Predictive Routing
prodshort	GPM
Component	Predictive Routing
Compshort	GPM
Cloud	
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes
Solution	
Product	Mobile Engagement
prodshort	GMS
Component	Mobile Engagement
Compshort	GMS
Cloud	yes
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Feature Server
prodshort	FS
Component	Feature Server
Compshort	FS
Cloud	
Premise	yes
Export	Scheduled for 2018 Q3
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	Digital
Product	intelligent Workload Distribution
prodshort	IWD
Component	intelligent Workload Distribution
Compshort	IWD
Cloud	yes
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Workspace Desktop Edition
prodshort	IW
Component	Workspace Desktop Edition
Compshort	IW
Cloud	
Premise	yes
Export	
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Genesys Rules System
prodshort	GRS
Component	Genesys Rules System
Compshort	GRS
Cloud	
Premise	yes
Export	
Forget	
Comment	
SecurityGuidePage	yes

Solution	
Product	Genesys Voice Platform
prodshort	GVP
Component	Genesys Voice Platform
Compshort	GVP
Cloud	yes
Premise	yes
Export	
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Web Services and Applications
prodshort	HTCC
Component	Web Services and Applications
Compshort	HTCC
Cloud	yes
Premise	yes
Export	
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Genesys Interaction Recording and Analytics
prodshort	GIA_GIR
Component	Genesys Interaction Recording and Analytics

Solution	
Compshort	GIA_GIR
Cloud	yes
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	yes

Solution	
Product	Genesys Pulse Advisors
prodshort	PMA
Component	Genesys Pulse Advisors
Compshort	PMA
Cloud	No
Premise	yes
Export	yes
Forget	yes
Comment	
SecurityGuidePage	No