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Genesys Security Deployment Guide

Genesys Mobile Engagement Support for GDPR

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Genesys Mobile Engagement Support for GDPR

This page describes product-specific aspects of Genesys Mobile Engagement support for the European Union's General Data Protection Regulation (GDPR) in premise deployments. For general information about Genesys support for GDPR compliance, see [General Data Protection Regulation](#).

Warning

Disclaimer: The information contained here is not considered final. This document will be updated with additional technical information.

Forget Me Scenario

See [Forget Me](#) for more information.

If you need to forget a customer and his or her related information, you can use the Delete Callback API to delete one or more Callbacks by passing service IDs or Customer Numbers. See [Delete Callback API](#) for details.

Important

You will be able to delete a Callback only if it is in SCHEDULED or COMPLETED status. If the Callback is queued or in progress, first cancel it, then delete it.

Export Content Scenario

See [Bulk Cancel and Export of Callback Records](#) for more information.