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Genesys Administrator Extension Help





Genesys Cloud CX is a cloud-based contact center solution that provides a unified view of customer interactions across all channels. It includes features such as omnichannel routing, AI-powered chatbots, and real-time analytics. Genesys Cloud CX is designed to be scalable and flexible, allowing businesses to adapt to changing customer needs and market conditions.

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Configuration Manager is a tool used to manage the configuration of Genesys Cloud CX. It allows administrators to define and manage the settings for various components of the contact center, such as routing rules, chatbot scripts, and analytics dashboards. Configuration Manager is designed to be user-friendly and easy to use, allowing administrators to make changes to the system configuration quickly and easily.

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