

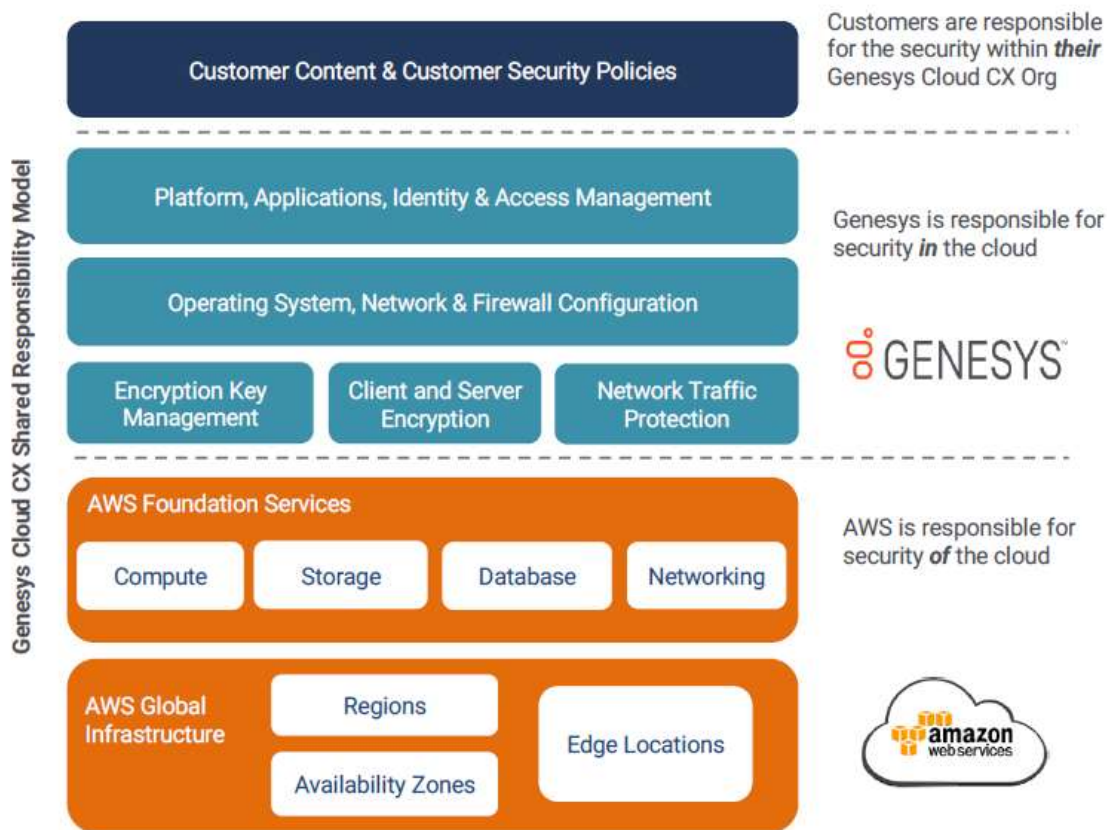
Shared responsibilities matrix, securing your Genesys Cloud environment

Genesys Cloud functions with transparency, accountability, and communication as the core principles for information security & compliance.

Genesys Cloud are emphatic with regards customer’s responsibility to secure their environment, to support this aspect a Customer Configuration Hardening Guide is available to facilitate this.

Genesys Cloud apply robust contracts and agreements to ensure those elements and/or functions provided by third parties are managed to ensure our customer’s environments are appropriately provisioned for confidentiality, integrity and available as the core tenets of information security!

For clarity, the responsibilities for providing and securing each customer’s environment are shown below.



To reiterate, the accompanying resource to this reference is the Customer Environment Hardening Guide, which is available through the resources in the Trust Center

Should there be any further clarification required this should be addressed through your Genesys Cloud relationship manager.

Please see the Customer Environment Hardening Guide to secure your environment.