



## Central for the Genesys Cloud

Central is an employee-centric success platform that integrates seamlessly with the Genesys Cloud, improving agents' experience and productivity, using KPIs that are automatically derived from all Genesys platforms in a single location.

When leveraging the Central App within Genesys, you're able to provide your organization with an employee-centric contact center experience. Our platform is designed to help your agents meet and exceed their targets daily, providing a personalized agent journey with real-time feedback, gamified goals and microlearning— focused on improving agent productivity and customer satisfaction.

## What is the Genesys Cloud?

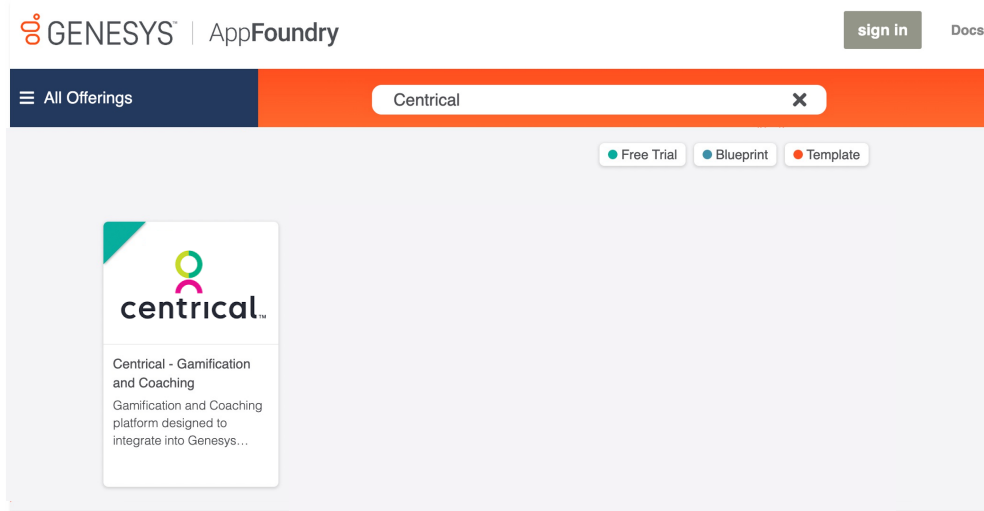
Genesys Cloud is a suite of cloud services for enterprise-grade communications, collaboration, and contact center management. Genesys Cloud is built on top of Amazon Web Services (AWS) and uses a distributed cloud environment that provides secure access to organizations around the world with a marginal IT footprint.

Each layer of service integrates with the others for a unified experience.

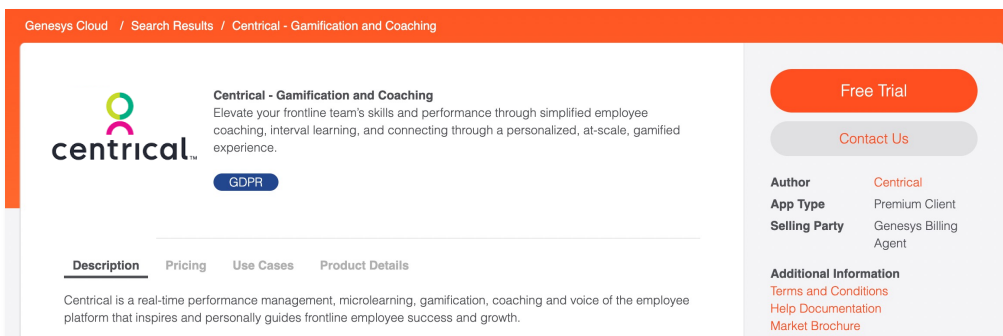
- The **Genesys Cloud Platform** provides the core architecture for all other services. This includes all of the APIs that power the browser, mobile, desktop, and telephony applications.
- **Genesys Cloud Collaborate** is a social media app that contains data about the people in a workplace and includes ways to connect with them, such as chat, video, and document sharing. [Learn more about Genesys Cloud Collaborate.](#)
- **Genesys Cloud Communicate** adds telephony features to Collaborate, making it a unified communications solution. Features include phone, voicemail, conferencing, and transfers. [Learn more about Genesys Cloud Communicate.](#)
- **Genesys Cloud contact center** uses the telephony foundation of Genesys Cloud Communicate to operate a contact center service that handles every aspect of customer interactions, including interactive voice response (IVR), automatic call distribution (ACD), skills-based routing of phone calls, emails, web chats, and much more. [Learn more about Genesys Cloud contact center.](#)

## Getting started with the Central App

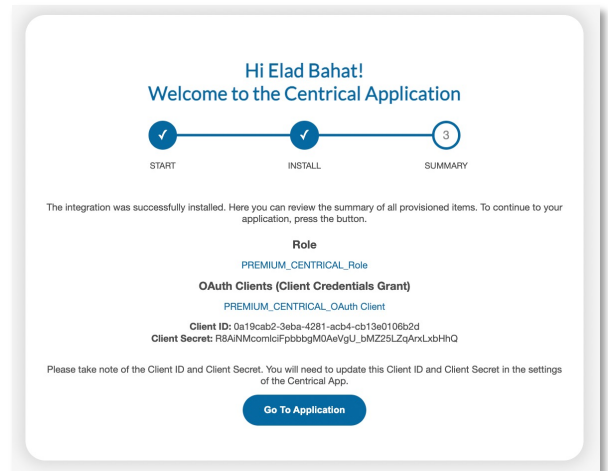
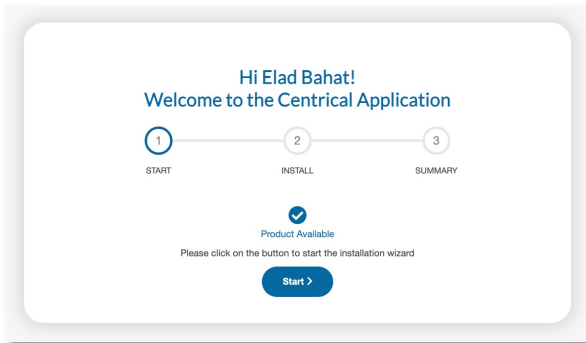
1. Visit the [Genesys AppFoundry](#) and search for Central to install the App.



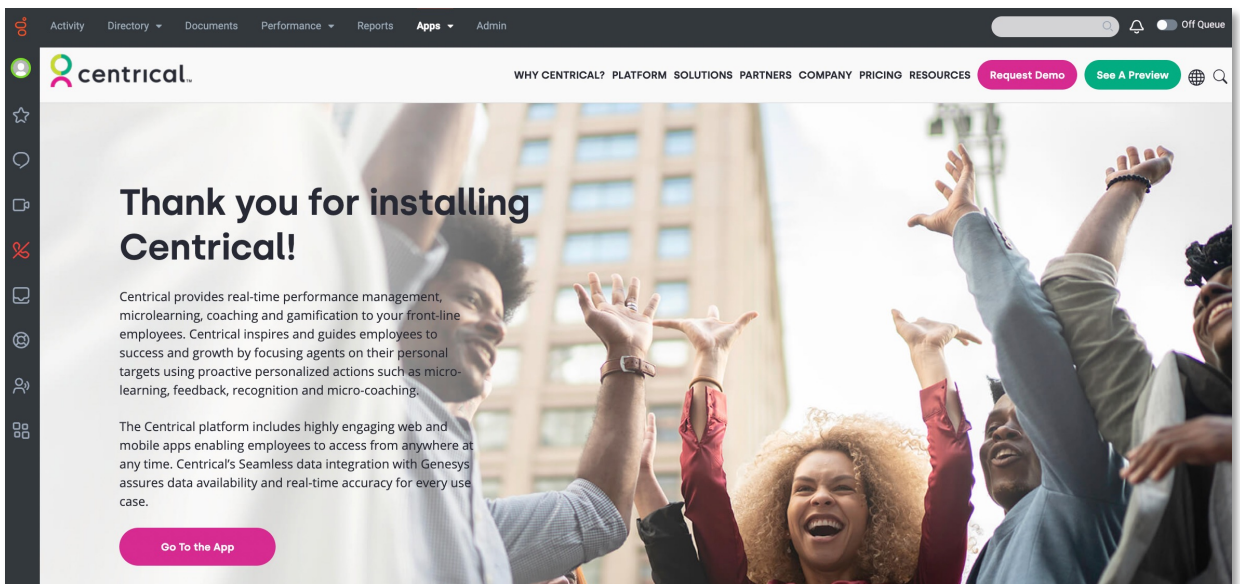
2. Select the Central listing and select **Install**.



3. From there, you will be redirected to the Central Installation wizard where you can select **Start > Install** to begin installing Central on your device. The Central Installation wizard will create the following fields automatically for you:
  - a) Create role
  - b) Create Oauth Client



- Once the installation is complete, you can select **Go To Application** to see that you've successfully installed the Central App.



- Select **Go To the App** to sign-into the Central App.

Congratulations! You've successfully installed the Central App.

## Questions?

Getting help is only a [click away with the Central support team](#). Our global support team consists of Technical Support Specialists, who are dedicated to serving your support needs. Send us a message at [Support@Central.com](mailto:Support@Central.com).