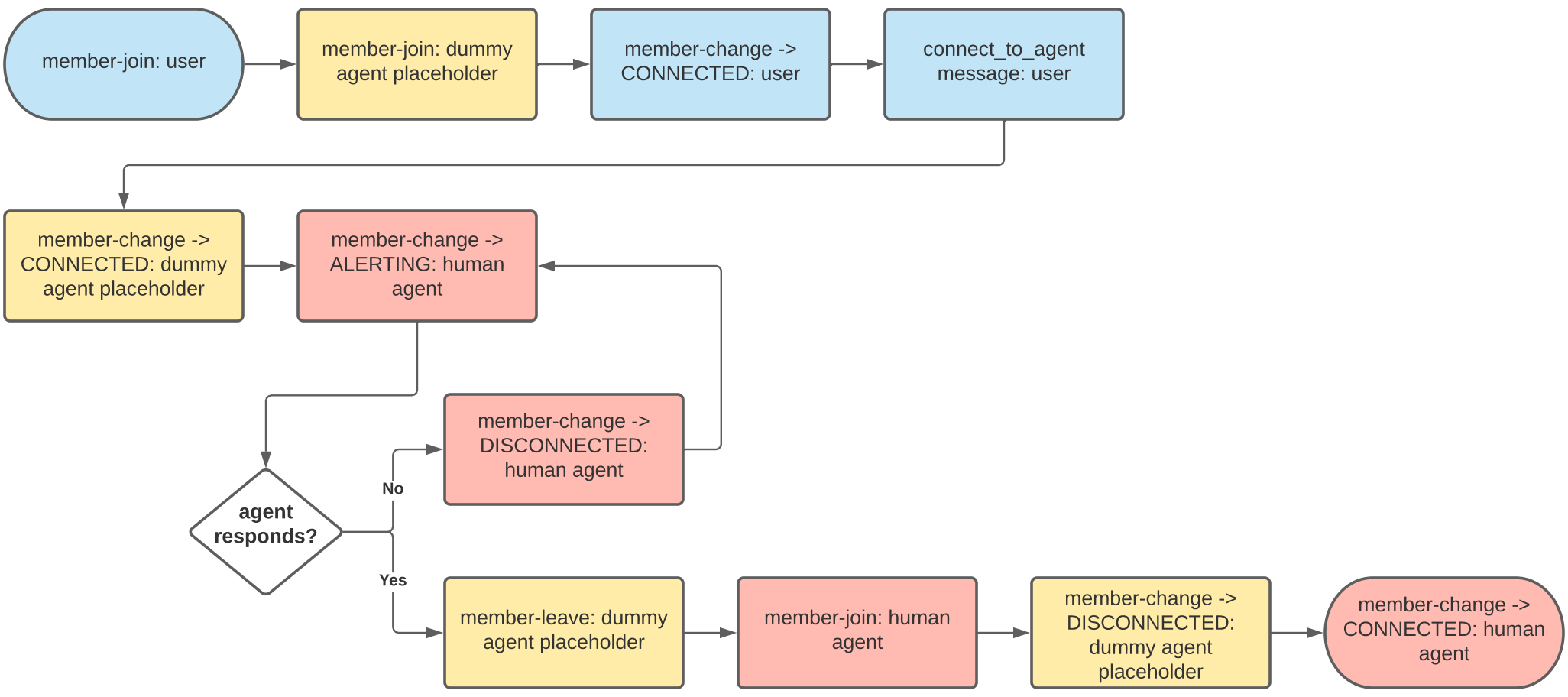
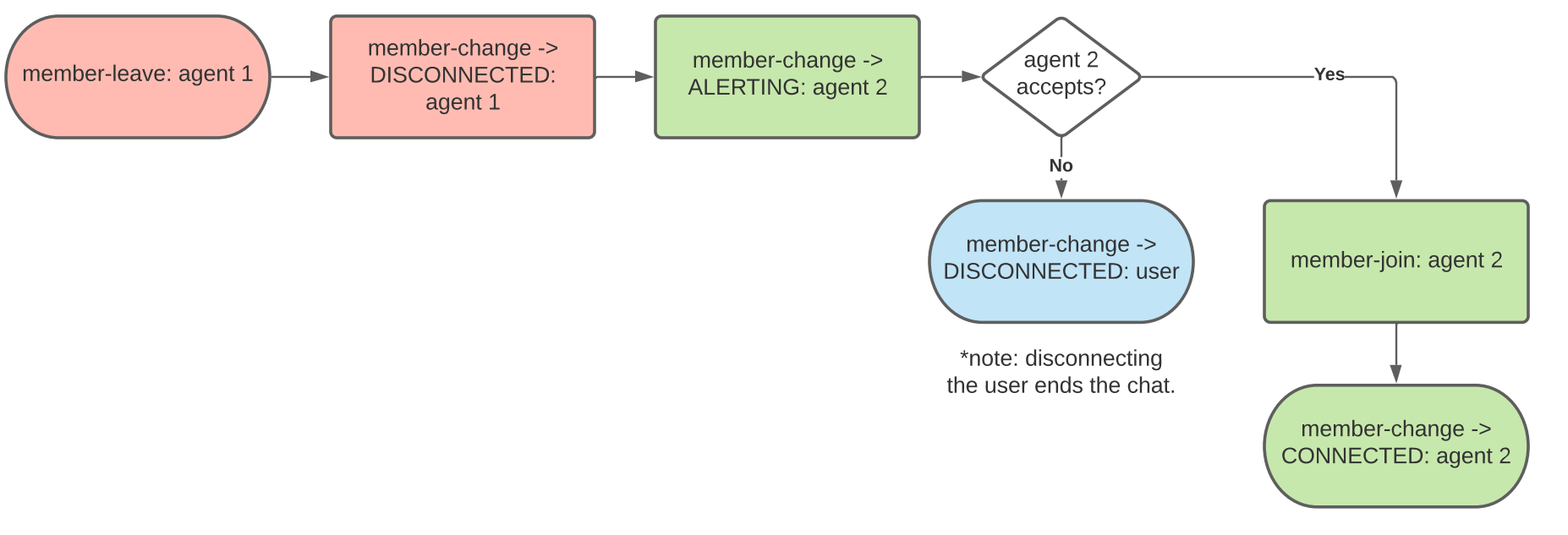
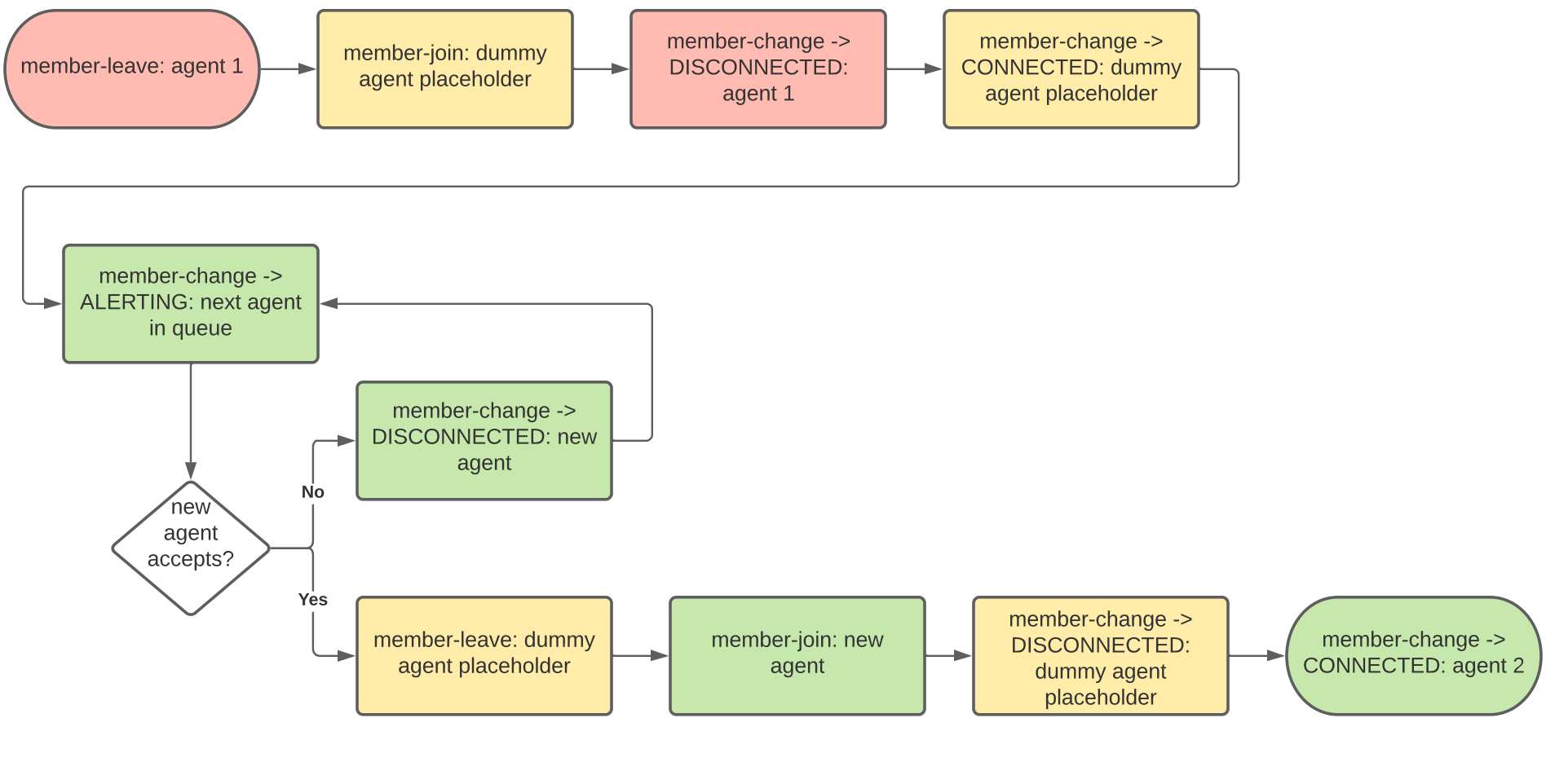
Genesys PureCloud: start chat flow

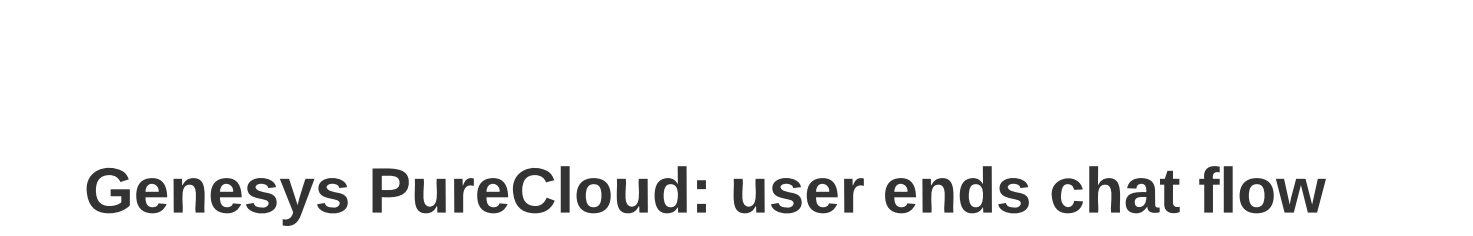


Genesys PureCloud: transfer direct to agent flow



Genesys PureCloud: transfer to queue flow



Genesys PureCloud: user ends chat flow

Genesys PureCloud: agent ends chat flow