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Welcome to the wonderful world of Gig CX!  This blueprint is a great opportunity for you to learn about Genesys Cloud email flows, data actions, agent scripts, and canned responses.  And if you put all those things together in the right order, you get Gig CX.

Have you had a chance to watch the video?  Here's the link:
https://vimeo.com/494195499/ec5c644dcd