

Architect checklist

Pick the flow type before you draw. Inbound, in-queue, bot, and secure are different types. Give every path a transfer, a handoff, or a disconnect. Call a bot from the inbound flow. Bind no-match, timeout, and error to a queue. A secure flow keeps payment audio out of the recording. It is not a place to store the digits. Save is a draft. Publish is what answers.

Sources and go deeper

Last checked 2026-10

Navigate the Architect home page (Resource Center) <https://help.genesys.cloud/articles/navigate-the-architect->

Create a flow (Resource Center) <https://help.genesys.cloud/articles/create-a-flow/> Last checked 2026-10

About Architect (Resource Center) <https://help.genesys.cloud/articles/about-architect/> Last checked 2026-10

Use Architect to create a bot for an inbound flow (Resource Center) <https://help.genesys.cloud/articles/use-ar>

In-queue flows overview (Resource Center) <https://help.genesys.cloud/articles/queue-call-flows/> Last checked 2

Salesforce OAuth client credentials migration (Resource Center) <https://help.genesys.cloud/articles/salesforce>

About Genesys Cloud for Salesforce (Resource Center) <https://help.genesys.cloud/articles/about-genesys-cloud-f>

About Genesys Cloud for Zendesk (Resource Center) <https://help.genesys.cloud/articles/about-genesys-cloud-for->

About recording (Resource Center) <https://help.genesys.cloud/articles/about-recording/> Last checked 2026-10

About Genesys Dialog Engine Bot Flows (Resource Center) <https://help.genesys.cloud/articles/about-genesys-dial>

About Genesys Digital Bot Flows (Resource Center) <https://help.genesys.cloud/articles/about-genesys-digital-bo>

Divisions overview (Resource Center) <https://help.genesys.cloud/articles/divisions-overview/> Last checked 2026

Genesys Cloud Developer Center (Developer docs) <https://developer.genesys.cloud/> Last checked 2026-10

General developer docs. This is the Developer Center home, not a page written for this room alone.

Genesys Community (Community) <https://community.genesys.com/> Last checked 2026-10

Community home, not a thread about this room.

RFC 3261 SIP (RFC) <https://www.rfc-editor.org/rfc/rfc3261> Last checked 2026-10

Protocol specification.

Interactive voice response (Wikipedia) https://en.wikipedia.org/wiki/Interactive_voice_response Last checked 2

Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

' 2026 CypherMonkeyLabs ?

<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

<https://github.com/CypherMonkeyLabs/genesys-cloud-lab-free-university-mesmerizing>

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