

Voice call flow

Enter through Genesys Cloud Voice or a BYOC trunk. Premises calls can hit an Edge first. A published Architect flow decides. A draft does not answer. Transfer to a queue. The in-queue flow is the hold experience and must be published too. ACD offers an agent who is On Queue, under utilization, and acceptable to the evaluation method. Digital conversations skip the trunk and still need a flow and a queue.

Sources and go deeper

Last checked 2026-10

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

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

Advanced routing overview (Resource Center) <https://help.genesys.cloud/articles/advanced-routing-overview/> Las

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.

Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor 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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