

Emergency calling

On BYOC, Genesys is not the emergency provider. You classify, route, and test. The default Emergency plan matches patterns such as 911 and 933 in the US and Canada, and still needs a route. The location is a physical place. A live emergency test is a carrier and public-safety conversation, not a demo.

Sources and go deeper

Last checked 2026-10

Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-services-with-byoc>
AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys-voice>
Number plan information (Resource Center) <https://help.genesys.cloud/articles/number-plan-information/> Last checked 2026-10
BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-overview>
AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cloud>
RFC 5737 documentation addresses (RFC) <https://www.rfc-editor.org/rfc/rfc5737> Last checked 2026-10
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.
Genesys (company) (Wikipedia) [https://en.wikipedia.org/wiki/Genesys_\(company\)](https://en.wikipedia.org/wiki/Genesys_(company)) Last checked 2026-10
Background article. It is not a Genesys Cloud product page.

CypherMonkey Labs

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<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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