

Signal Floor flashcards

Five

Standard, predictive, bullseye, preferred, conditional.

Sources and go deeper

Last checked 2026-10

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

Specify routing and evaluation methods (Resource Center) <https://help.genesys.cloud/articles/specify-routing-s>

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

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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.

Default

Standard.

Sources and go deeper

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Predictive fallback

Standard.

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Preferred fallback

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Standard, bullseye, or conditional.

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All

Longest idle with every skill.

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Best

Top 100 longest idle, then proficiency.

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Disregard

Skills do not filter.

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7 days

Inactive agents drop out.

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60,000 ms

One conversation-score point.

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Priority score

Value first, time second.

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Cross queue

Priority-score queues take precedence.

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Do not inflate

If all priorities match, you bought nothing.

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Ring count

First instruction: five. Later steps and the overview: six. Confirm in the queue.

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2 seconds to 72 hours

The delay range.

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50 skills

The removal cap.

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Two styles

Lower proficiency groups, or remove skills.

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Member + On Queue

Both are required.

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Skills

Not required for a preferred agent.

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Utilization

Full means skip.

Sources and go deeper

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Email

Last-agent routing does not apply.

Sources and go deeper

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Three modes

Comparison, all interactions, 80/20 monitoring.

Sources and go deeper

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80/20

Fixed.

Sources and go deeper

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30 days

No traffic disables it.

Sources and go deeper

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Fallback

Standard.

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Rule

KPI plus availability.

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Five

Maximum rules.

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Protect the donor

Do not steal a failing queue?s agents.

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Still ACD

On Queue and utilization remain.

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Defaults

1 call, 1 email, 1 callback, 4 chats, 4 messages, 4 workitems.

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Alert

7?59 seconds, then Not Responding.

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Auto answer

No alerting timeout. Audio alert remains.

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Non-ACD

Excluded unless you opt in.

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Bot

Faces the customer.

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

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Copilot

Faces the agent.

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

CX 4

Where the overview places Copilot.

Sources and go deeper

Last checked 2026-10

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

QA

STA plus a form, not a bot.

Sources and go deeper

Signal Floor flashcards

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

Example

Balance or branch.

Sources and go deeper

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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.

Action

Call Bot Flow.

Sources and go deeper

Last checked 2026-10

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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.

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Intent

A branch in the inbound flow.

Sources and go deeper

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

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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.

Failure

A queue.

Sources and go deeper

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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.

Type

Digital Bot Flow.

Sources and go deeper

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

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

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

Action

Call Digital Bot Flow.

Sources and go deeper

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

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

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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.

Error queue

Still required.

Sources and go deeper

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Community home, not a thread about this room.

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.

Human

Still required.

Sources and go deeper

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Community home, not a thread about this room.

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.

No match

A path.

Sources and go deeper

Last checked 2026-10

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

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

Timeout

A path.

Sources and go deeper

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

Error

A path.

Sources and go deeper

Last checked 2026-10

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Vendor

Confirm in product. Still draw the exit.

Sources and go deeper

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

Sources

Knowledge you maintain.

Sources and go deeper

Last checked 2026-10

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Panel

Transcript, script, next action.

Sources and go deeper

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Notes

Reason, resolution, possible wrap-up.
Sources and go deeper
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Transfer

Help can remain. Digits still must not.
Sources and go deeper
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30

Named allotment on the overview.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

39

Concurrent allotment.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

20

FAQ?s evaluations per scoring token. Re-read.
Sources and go deeper
Last checked 2026-10
Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L
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Bots

No invented token price.

Sources and go deeper

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GPE & GPR

Course 17671. One exam.

Sources and go deeper

Last checked 2026-10

Genesys Cloud exams (Official page) confirm Last checked 2026-10

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

Digital bots

Course 18174. One exam.

Sources and go deeper

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STA

A specialist row.
Sources and go deeper
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Codes

No invented GCX- prefix.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

Explorer

Does not send.

Sources and go deeper

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Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this
AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

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

Community home, not a thread about this room.

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Illustration

Not a capture.

Sources and go deeper

Last checked 2026-10

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

Host

Only US East is printed here.

Sources and go deeper

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Community home, not a thread about this room.

Signal Floor flashcards

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Secret

Never in the browser sample.

Sources and go deeper

Last checked 2026-10

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

Client credentials grant (Developer docs) confirm Last checked 2026-10

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

Service

Client credentials.

Sources and go deeper

Last checked 2026-10

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last chec

Client credentials grant (Developer docs) confirm Last checked 2026-10

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

User

Authorization code.

Sources and go deeper

Last checked 2026-10

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Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

SSO

SAML2 Bearer.

Sources and go deeper

Last checked 2026-10

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

Client credentials grant (Developer docs) confirm Last checked 2026-10

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

Implicit

Deprecated after 25 May 2026.

Sources and go deeper

Last checked 2026-10

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Basic

Id and secret at the login host.

Sources and go deeper

Last checked 2026-10

Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Bearer

The API host.

Sources and go deeper

Last checked 2026-10

Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this

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

users/me

Wrong grant.

Sources and go deeper

Last checked 2026-10

Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

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

Subset

No privilege escalation.

Sources and go deeper

Last checked 2026-10

Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this

Signal Floor flashcards

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked 2026-10
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Background article. It is not a Genesys Cloud product page.

Date

25 May 2026 on the article.

Sources and go deeper

Last checked 2026-10

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User

Code and PKCE.

Sources and go deeper

Last checked 2026-10

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

Service

Client credentials.

Sources and go deeper

Last checked 2026-10

Signal Floor flashcards

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

Inventory

Including partners.

Sources and go deeper

Last checked 2026-10

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

US East

login.mypurecloud.com / api.mypurecloud.com.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>
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Background article. It is not a Genesys Cloud product page.

US West

Signal Floor flashcards

login.usw2.pure.cloud. Confirm the API host.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

FedRAMP

login.use2.us-gov-pure.cloud. Confirm the API host.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Satellite

Not an org home.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

Client credentials grant (Developer docs) confirm Last checked 2026-10

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Signal Floor flashcards

Community home, not a thread about this room.

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Pair

Role plus division.

Sources and go deeper

Last checked 2026-10

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

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

All

Org-wide, on purpose.

Sources and go deeper

Last checked 2026-10

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

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Home

Cannot be deleted.

Sources and go deeper

Last checked 2026-10

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

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked

Signal Floor flashcards

Client credentials grant (Developer docs) confirm Last checked 2026-10

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

Creator

Caps the client.

Sources and go deeper

Last checked 2026-10

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

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

Client

Its own OAuth client.

Sources and go deeper

Last checked 2026-10

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last checked 2026

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

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

Roles

Provision, not everything.

Signal Floor flashcards

Sources and go deeper

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

Secret

A vault.

Sources and go deeper

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

After

Queues and On Queue.

Sources and go deeper

Last checked 2026-10

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Signal Floor flashcards

200

Maximum flow name length.

Sources and go deeper

Last checked 2026-10

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

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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.

Per type

Names are unique inside a type only.

Sources and go deeper

Last checked 2026-10

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

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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.

Tabs

Call, message, email, chat, bot, in-queue, secure, workflow, survey, and others.

Sources and go deeper

Last checked 2026-10

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Protocol specification.

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

Refresh

Creation lag is expected.

Sources and go deeper

Last checked 2026-10

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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.

Actions

Play, collect, decide, transfer, dip, disconnect.

Sources and go deeper

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>

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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.

Exit

Queue, bot, or disconnect.

Sources and go deeper

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>

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

Secure

Blind transfer, not consultation VXML.

Sources and go deeper

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

Data dip

A first-class Architect idea.

Sources and go deeper

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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.

Publish

The default call flow is inert until then.

Sources and go deeper

Last checked 2026-10

Signal Floor flashcards

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

No menus

In-queue call flows are tasks and states, not menus.
Sources and go deeper
Last checked 2026-10
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Background article. It is not a Genesys Cloud product page.

Email

No built-in default. Inbound response launches it.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

Republish

Edits do not ride the last publish.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

Data action

A call out of the flow.

Sources and go deeper

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Participant data

What the agent is allowed to see.

Sources and go deeper

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Salesforce auth

Client credentials, not username-password.

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Failure branch

Required. The caller will not wait politely.

Sources and go deeper

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Type

Common module is its own tab.

Sources and go deeper

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

Inputs

Pass the queue. Do not hide it.

Sources and go deeper

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

Uniqueness

Inside the common-module type.

Sources and go deeper

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

In-queue

No reusable tasks there.

Sources and go deeper

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

Purpose

Hide a sensitive entry from recording and from the agent.

Sources and go deeper

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

Blind

Not a consultation VXML transfer.

Sources and go deeper

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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.

Do not log

Participant data would leak the digits.

Sources and go deeper

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

Policy

Still decides whether the rest of the call is recorded.

Sources and go deeper

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

Two bot types

Dialog Engine and digital.

Sources and go deeper

Last checked 2026-10

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

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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.

Call action

Match the action to the type.

Sources and go deeper

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Signal Floor flashcards

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

Failure

Always a queue.

Sources and go deeper

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

Insights

After publish, read what ran.

Sources and go deeper

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

Save

Draft.

Sources and go deeper

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Publish

Runtime version.

Sources and go deeper

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Route

What actually invokes it.

Sources and go deeper

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Division

Who is allowed to see it.

Sources and go deeper

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You bring

The carrier contract.

Sources and go deeper

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked 2026-10

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

Public

Address and ports.

Signal Floor flashcards

Sources and go deeper

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Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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RTP

Across the internet.

Sources and go deeper

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Protocol specification.

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Emergency

Not copied from GCV.

Sources and go deeper

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Two types

Carrier and PBX.

Sources and go deeper

Last checked 2026-10

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

Three carrier subtypes

Generic, Verizon, WhatsApp Business Calling.

Sources and go deeper

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

Base first

Advanced only when required.

Signal Floor flashcards

Sources and go deeper

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

Message flow

A different object from the WhatsApp calling trunk.

Sources and go deeper

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

Order

Location, trunk, route, plans.

Sources and go deeper

Last checked 2026-10

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

Signal Floor flashcards

DCVP

For new trunks.

Sources and go deeper

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

Assign

Default routes are not finished.

Sources and go deeper

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Dynamic Cloud Voice platform overview (Resource Center) <https://help.genesys.cloud/articles/dynamic-cloud-voic>

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

Location

Not optional.

Sources and go deeper

Last checked 2026-10

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Signal Floor flashcards

Dynamic Cloud Voice platform overview (Resource Center) <https://help.genesys.cloud/articles/dynamic-cloud-voice-platform-overview>
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Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked 2026-10

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

Test first

A new trunk.

Sources and go deeper

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ACL

Egress ranges.

Sources and go deeper

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Trust

Amazon root CAs and ciphers.

Sources and go deeper

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Then toggle

High capacity outbound, then ingress targets.

Sources and go deeper

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200

Plans per site.

Sources and go deeper

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

DID

No custom plan required for basic routing.

Sources and go deeper

Last checked 2026-10

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

988

Default plan to +18002738255. Re-read before you depend on it.

Sources and go deeper

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

Normalize

Intra-country and inter-country. Not digit length.

Sources and go deeper

Last checked 2026-10

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

200 OK

Dialog, not audio.

Sources and go deeper

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Protocol specification.

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

Monitor page

Cloud media.

Sources and go deeper

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Protocol specification.

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

Far end

ACL, CA, ingress.

Signal Floor flashcards

Sources and go deeper

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

Insights

The flow can be innocent.

Sources and go deeper

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

GCV

Genesys is the carrier. Read the region and country tables.

Sources and go deeper

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

BYOC

You are the carrier's customer.

Sources and go deeper

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

Emergency

Does not cross over by itself.

Sources and go deeper

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

Features

CX voice features are not the same decision as the trunk.

Sources and go deeper

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

Listing

A candidate.

Sources and go deeper

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Install

The moment it exists.

Sources and go deeper

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

Client

Scope it.

Sources and go deeper

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Unknown CRM

Marketplace, not fiction.

Sources and go deeper

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

Embed

Pop, dial, log.

Sources and go deeper

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

Assist

As the page states.

Sources and go deeper

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Signal Floor flashcards

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

Data action

Separate OAuth.

Sources and go deeper

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Schema

Yours to map.

Sources and go deeper

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Leave

Username and password.

Sources and go deeper

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Bring

Key, secret, My Domain.

Sources and go deeper

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Keep

The action body, then re-test.

Sources and go deeper

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Other page

CX Cloud OAuth settings.

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Source

The Zendesk article.

Sources and go deeper

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Not

The Salesforce My Domain steps.

Sources and go deeper

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Client

If it calls the API.

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Gap

Say unconfirmed.

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Unknown

No invented list.

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Build

OAuth and data actions.

Sources and go deeper

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Timeout

The call continues.

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Cite

A page you opened.

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Timeout

Then queue.

Sources and go deeper

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Status

Name the CRM.

Sources and go deeper

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403

Check the division pair.

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Pop

Can fail while ACD works.

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Path

Entry, flow, queue, agent.

Sources and go deeper

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Neighbors

WEM, CRM, AI.

Sources and go deeper

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Packages

CX 1 through CX 4.

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Toggles

A picture, not a switch on your org.

Sources and go deeper

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WFM

Schedules.

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QM

Forms and recordings.
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E911

A tested route.
Sources and go deeper
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Glossary

A pointer, not the law.

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Two links

Cisco and Genesys.

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Caps

Stay on their own page.

Sources and go deeper

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Webex

Attach or abstain.
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CUCM

Still the PBX.
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Background article. It is not a Genesys Cloud product page.

Signal Floor flashcards

GC-GCP

Professional. One exam.

Sources and go deeper

Last checked 2026-10

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GC-GCD

Developer. One exam.

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

Specialists

Names, not invented codes.

Sources and go deeper

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Announcement

Webcam and practice. Re-read.

Sources and go deeper

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Object

Name it.

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

Limit

Or look it up.

Sources and go deeper

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

Cite

A real article.

Sources and go deeper

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Abstain

EOL, unconfirmed CRMs, Webex.

Sources and go deeper

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Prices

Link only.

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IPs

Current article only.

Sources and go deeper

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Codes

Catalog only.

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Conflict

The live page wins.

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Door

SIP trunks to the Genesys media tier.

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Word

CPaaS is the classroom?s, not the article?s.

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Premises

A different Edge path.

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Market

AppFoundry lists categories. It does not configure them.

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Maintenance

The Salesforce about page, from 23 March 2026.

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

Retirement

28 February 2028, on the deprecation table.

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

Paths

CX Cloud, or Genesys Cloud without that CTI.

Signal Floor flashcards

Sources and go deeper

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

Zendesk

A separate article. No date copied across.

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The Architect bot.

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Virtual Agent

Genesys AI on voice and digital bot flows.

Sources and go deeper

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Copilot

The person's panel.

Sources and go deeper

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Tokens

Read the metering article. Do not invent a rate.

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Journey Outcomes

Planned 29 June 2026.

Sources and go deeper

Last checked 2026-10

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Deprecation: Salesforce open CTI integration (Resource Center) <https://help.genesys.cloud/announcements/genesy>

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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.

Customer Outcomes

Described as under development. No date added here.

Sources and go deeper

Last checked 2026-10

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

Salesforce CTI

Planned 28 February 2028.

Signal Floor flashcards

Sources and go deeper

Last checked 2026-10

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

Hook

A page, a printed date, and a re-open note.

Sources and go deeper

Last checked 2026-10

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

Group

Share phones and trunks.

Sources and go deeper

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Signal Floor flashcards

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

Inherit

The Edge takes the group's phone trunks.

Sources and go deeper

Last checked 2026-10

BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-ser>

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

Cloud vs premises

AWS versus an Edge.

Sources and go deeper

Last checked 2026-10

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

Emergency

Still your carrier if the trunk is BYOC.

Sources and go deeper

Last checked 2026-10

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Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-ser>

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

Same site

The preferred path.

Sources and go deeper

Last checked 2026-10

BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

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

Three exceptions

Offline, capacity, missing resource.

Sources and go deeper

Last checked 2026-10

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

Low latency

What a group is for.

Sources and go deeper

Last checked 2026-10

BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

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Signal Floor flashcards

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

Plans

Live on the site.

Sources and go deeper

Last checked 2026-10

BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

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

Inherit

Confirm it.

Sources and go deeper

Last checked 2026-10

Create a BYOC Premises Edge group with a phone trunk (Resource Center) <https://help.genesys.cloud/articles/cre>

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

Pin

An override with a reason.

Sources and go deeper

Last checked 2026-10

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Signal Floor flashcards

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Protocol specification.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

WebRTC

A phone trunk.

Sources and go deeper

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Test

Both Edges.

Sources and go deeper

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Signal Floor flashcards

Three exceptions

Offline, capacity, missing resource.

Sources and go deeper

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

Cloud path

Independent of the Edge.

Sources and go deeper

Last checked 2026-10

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BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

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

Nowhere to go

The other site must hold the resource.

Sources and go deeper

Last checked 2026-10

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BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

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

Steady state

Signal Floor flashcards

Overflow should not be normal.

Sources and go deeper

Last checked 2026-10

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

Per number

Name the model.

Sources and go deeper

Last checked 2026-10

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Protocol specification.

Real-time Transport Protocol (Wikipedia) https://en.wikipedia.org/wiki/Real-time_Transport_Protocol Last check

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

Cloud

Public carrier, internet RTP.

Sources and go deeper

Last checked 2026-10

BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

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Protocol specification.

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

Premises

Edge, local trunks.

Sources and go deeper

Last checked 2026-10

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GCV

Genesys is the carrier.

Sources and go deeper

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BYOC Premises Edge groups overview (Resource Center) <https://help.genesys.cloud/articles/edge-groups-overview/>

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Signal Floor flashcards

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A phone trunk.

Sources and go deeper

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

Path

VPN, split, or local. Choose.

Sources and go deeper

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

Console

Edge or cloud media.

Sources and go deeper

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

Flow last

If signaling is already fine.

Sources and go deeper

Last checked 2026-10

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Group

Low latency.

Sources and go deeper

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Number plan information (Resource Center) <https://help.genesys.cloud/articles/number-plan-information/> Last ch

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

Inherit

Signal Floor flashcards

Every Edge.

Sources and go deeper

Last checked 2026-10

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

Site

Trunk, plans, location.

Sources and go deeper

Last checked 2026-10

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Create a BYOC Premises Edge group with a phone trunk (Resource Center) <https://help.genesys.cloud/articles/create-a-byoc-premises-edge-group-with-a-phone-trunk/>

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

Two tests

Edge down, and a cloud DID.

Sources and go deeper

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

Warning

BYOC emergency is not Genesys? service.

Sources and go deeper

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

No copy

GCV records do not move to the BYOC carrier.

Sources and go deeper

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

Internet

Power and broadband can remove the path.

Sources and go deeper

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

Configure

Number plan and emergency route.

Sources and go deeper

Last checked 2026-10

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

911 and 933

US and Canada defaults.

Sources and go deeper

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142

Swiss example.

Sources and go deeper

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Route

Still required.

Sources and go deeper

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

988

Default destination is documented. Re-read it.

Sources and go deeper

Last checked 2026-10

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

Physical

Not a nickname.

Sources and go deeper

Last checked 2026-10

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Signal Floor flashcards

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

Carrier

You send it for BYOC.

Sources and go deeper

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Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-ser>

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

Site

Attaches the location.

Sources and go deeper

Last checked 2026-10

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Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-ser>

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

Door test

Could someone find it.

Sources and go deeper

Last checked 2026-10

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

Set up emergency services with BYOC (Resource Center) <https://help.genesys.cloud/articles/set-up-emergency-ser>

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

Row

DID, toll-free, domestic, international.

Sources and go deeper

Last checked 2026-10

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

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

FedRAMP

US voice services.

Sources and go deeper

Last checked 2026-10

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

ESR

Boundary is the commitment.

Sources and go deeper

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

Signal Floor flashcards

Coming

Stay coming until the page changes.

Sources and go deeper

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

Intra-country

Adds the country code.

Sources and go deeper

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

Extension

No rewrite.

Sources and go deeper

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E.164 list

Plus required, no rewrite.

Signal Floor flashcards

Sources and go deeper

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Twice

Possible, and often a bug.

Sources and go deeper

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Simulator

First.

Sources and go deeper

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Carrier

Owns the live method.

Sources and go deeper

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

Outage

Write the broadband-down action.

Sources and go deeper

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

Log

Model, route, result.

Sources and go deeper

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

Volume

Interactions offered.

Sources and go deeper

Last checked 2026-10

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AHT

Talk, hold, and after call work.

Sources and go deeper

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

Permissions

Forecast, plus two analytics views.

Sources and go deeper

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

Not routing

A forecast does not pick the agent.

Signal Floor flashcards

Sources and go deeper

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About Workforce Engagement Management (Resource Center) <https://help.genesys.cloud/articles/about-workforce-en>

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last

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

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

Short-term

Up to six weeks, can schedule.

Sources and go deeper

Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

Work with the forecast editor (Resource Center) <https://help.genesys.cloud/articles/work-with-the-forecast-edi>

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

Long-term

Seasonality, cannot schedule.

Sources and go deeper

Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

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

Signal Floor flashcards

List

26 weeks each way, then search.

Sources and go deeper

Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

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

Checkbox

Available for Schedule.

Sources and go deeper

Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

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

Window

26 weeks back, 104 ahead, 130 from the start.

Sources and go deeper

Last checked 2026-10

Add a forecast (Resource Center) <https://help.genesys.cloud/articles/add-a-forecast/> Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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

Signal Floor flashcards

Automatic

Available history.

Sources and go deeper

Last checked 2026-10

Add a forecast (Resource Center) <https://help.genesys.cloud/articles/add-a-forecast/> Last checked 2026-10

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

Eight days

Source-data import.

Sources and go deeper

Last checked 2026-10

Add a forecast (Resource Center) <https://help.genesys.cloud/articles/add-a-forecast/> Last checked 2026-10

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

Six-week file

Finished short-term import.

Sources and go deeper

Last checked 2026-10

Add a forecast (Resource Center) <https://help.genesys.cloud/articles/add-a-forecast/> Last checked 2026-10

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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

Signal Floor flashcards

Short-term

15, 30, or 60 minutes.

Sources and go deeper

Last checked 2026-10

Work with the forecast editor (Resource Center) <https://help.genesys.cloud/articles/work-with-the-forecast-editor>

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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

Long-term

Daily or weekly.

Sources and go deeper

Last checked 2026-10

Work with the forecast editor (Resource Center) <https://help.genesys.cloud/articles/work-with-the-forecast-editor>

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

Lines

History, read-only.

Sources and go deeper

Last checked 2026-10

Work with the forecast editor (Resource Center) <https://help.genesys.cloud/articles/work-with-the-forecast-editor>

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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

Zoom

Signal Floor flashcards

Drag, then click outside.

Sources and go deeper

Last checked 2026-10

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

Overlap

Short-term weeks must cover the schedule.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workforce-management-schedules>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule-from-a-forecast>

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

Six

The generation maximum.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workforce-management-schedules>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule-from-a-forecast>

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

Signal Floor flashcards

One

Per business unit at a time.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule->

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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

Shared load

Adjust the forecast by hand.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule->

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

Intraday

Forecast versus actual.

Sources and go deeper

Last checked 2026-10

Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor Last checked 2

Signal Floor flashcards

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

Read-only

Historic graph lines.

Sources and go deeper

Last checked 2026-10

Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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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.

Adherence

WFM track.

Sources and go deeper

Last checked 2026-10

Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last

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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.

Alert

Still the queue.

Sources and go deeper

Last checked 2026-10

Workforce management overview (Resource Center) <https://help.genesys.cloud/articles/workforce-management/> Last

Work with forecasts (Resource Center) <https://help.genesys.cloud/articles/work-with-forecasts/> Last checked 20

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Signal Floor flashcards

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.

CX 1

Voice package: inbound and outbound voice, secure IVR, callbacks, campaigns.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Agent Copilot overview (Resource Center) <https://help.genesys.cloud/articles/agent-copilot-overview/> L

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

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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.

CX 3

Adds WEM and voice transcription minutes on top of CX 1 and CX 2.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Agent Copilot overview (Resource Center) <https://help.genesys.cloud/articles/agent-copilot-overview/> L

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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.

CX 4 tokens

30 named, 39 concurrent, as published on the overview.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Agent Copilot overview (Resource Center) <https://help.genesys.cloud/articles/agent-copilot-overview/> L

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Signal Floor flashcards

Interactive voice response (Wikipedia) https://en.wikipedia.org/wiki/Interactive_voice_response Last checked 2026-10
Background article. It is not a Genesys Cloud product page.

Old matrix

A dated PDF is not the source for the current CX 4 description.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

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Interactive voice response (Wikipedia) https://en.wikipedia.org/wiki/Interactive_voice_response Last checked 2026-10

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

Core vs satellite

Core hosts the org. Satellite hosts media paths and cannot be the org region.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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

US East login

<https://login.mypurecloud.com> for us-east-1.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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Signal Floor flashcards

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

US West login

<https://login.usw2.pure.cloud> for us-west-2.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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

Voice coverage

Read the Genesys Cloud Voice region article before you promise numbers.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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

SIP

RFC 3261. Session setup, not the audio packets.

Sources and go deeper

Last checked 2026-10

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

RFC 3550 RTP (RFC) <https://www.rfc-editor.org/rfc/rfc3550> Last checked 2026-10

RFC 3711 SRTP (RFC) <https://www.rfc-editor.org/rfc/rfc3711> Last checked 2026-10

RFC 4733 DTMF (RFC) <https://www.rfc-editor.org/rfc/rfc4733> Last checked 2026-10

BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

RFC 5737 documentation addresses (RFC) <https://www.rfc-editor.org/rfc/rfc5737> Last checked 2026-10

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Community home, not a thread about this room.

Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

RTP

RFC 3550. The audio stream.

Sources and go deeper

Last checked 2026-10

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

RFC 3550 RTP (RFC) <https://www.rfc-editor.org/rfc/rfc3550> Last checked 2026-10

RFC 3711 SRTP (RFC) <https://www.rfc-editor.org/rfc/rfc3711> Last checked 2026-10

RFC 4733 DTMF (RFC) <https://www.rfc-editor.org/rfc/rfc4733> Last checked 2026-10

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Session Initiation Protocol (Wikipedia) https://en.wikipedia.org/wiki/Session_Initiation_Protocol Last checked

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

SRTP

RFC 3711. Encrypted RTP.

Sources and go deeper

Last checked 2026-10

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

RFC 3550 RTP (RFC) <https://www.rfc-editor.org/rfc/rfc3550> Last checked 2026-10

RFC 3711 SRTP (RFC) <https://www.rfc-editor.org/rfc/rfc3711> Last checked 2026-10

RFC 4733 DTMF (RFC) <https://www.rfc-editor.org/rfc/rfc4733> Last checked 2026-10

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RFC 5737 documentation addresses (RFC) <https://www.rfc-editor.org/rfc/rfc5737> Last checked 2026-10

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DTMF

Signal Floor flashcards

RFC 4733 telephone events, when digits must not depend on in-band audio.

Sources and go deeper

Last checked 2026-10

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

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

Queue

The waiting line. Unique name, no special characters, 5,000 members.

Sources and go deeper

Last checked 2026-10

Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

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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.

On Queue

The status that makes an agent eligible for ACD work.

Sources and go deeper

Last checked 2026-10

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

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

Routing method

Standard, predictive, bullseye, preferred, or conditional group.

Sources and go deeper

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

Alerting

7 to 59 seconds on voice, then Not Responding.

Sources and go deeper

Last checked 2026-10

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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.

In-queue call

A default exists. It does nothing until you publish it.

Sources and go deeper

Last checked 2026-10

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

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

Agent utilization (Resource Center) <https://help.genesys.cloud/articles/utilization/> Last checked 2026-10

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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.

In-queue email

No built-in default. Create the flow.

Sources and go deeper

Last checked 2026-10

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

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

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

Default voice cap

One call.

Sources and go deeper

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

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

Default message cap

Up to four messages.

Sources and go deeper

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

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

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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.

Home

Always present. Cannot be deleted. Objects can move.

Sources and go deeper

Last checked 2026-10

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

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

Move, not copy

A queue belongs to one division.

Sources and go deeper

Last checked 2026-10

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

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

Role + division

That pair is what lets a user see the objects.

Sources and go deeper

Last checked 2026-10

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

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

Transactional

Conversations and recordings carry division context too.

Sources and go deeper

Last checked 2026-10

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

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

Catalog header

GC-GCP professional, GC-GCD developer.

Sources and go deeper

Last checked 2026-10

Genesys Cloud exams (Official page) confirm Last checked 2026-10

The HTML shell did not include the catalog or announcement text. The lab opened this URL in 2026-10 and could
Genesys technical certifications announcement (Official page) confirm Last checked 2026-10

The HTML shell did not include the catalog or announcement text. The lab opened this URL in 2026-10 and could
Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this
Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-policy>
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.

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Community home, not a thread about this room.

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Do not invent codes

Specialist names are cited. Extra codes are not.

Sources and go deeper

Last checked 2026-10

Genesys Cloud exams (Official page) confirm Last checked 2026-10

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

Client credentials

Not a user. `/api/v2/users/me` is out of scope for that token.

Sources and go deeper

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

Fair use

Link the policy. Do not freeze a price in a lesson.

Sources and go deeper

Last checked 2026-10

Genesys Cloud exams (Official page) confirm Last checked 2026-10

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

Order

Location, trunk, outbound route, number plan.

Sources and go deeper

Last checked 2026-10

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

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RFC 3550 RTP (RFC) <https://www.rfc-editor.org/rfc/rfc3550> Last checked 2026-10

Protocol specification.

Real-time Transport Protocol (Wikipedia) https://en.wikipedia.org/wiki/Real-time_Transport_Protocol Last check

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

DCVP

Use it for new BYOC Cloud trunks.

Sources and go deeper

Last checked 2026-10

BYOC Cloud quick start guide (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-configuration-ov>

BYOC Cloud overview (Resource Center) <https://help.genesys.cloud/articles/byoc-cloud-overview/> Last checked 20

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Signal Floor flashcards

Protocol specification.

Real-time Transport Protocol (Wikipedia) https://en.wikipedia.org/wiki/Real-time_Transport_Protocol Last check Background article. It is not a Genesys Cloud product page.

Public address

The carrier or PBX must be reachable.

Sources and go deeper

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Protocol specification.

Real-time Transport Protocol (Wikipedia) https://en.wikipedia.org/wiki/Real-time_Transport_Protocol Last check Background article. It is not a Genesys Cloud product page.

Emergency warning

BYOC emergency is your carrier's service, not Genesys?.

Sources and go deeper

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Signal Floor flashcards

Rebuild

The default.

Sources and go deeper

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Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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Call centre (Wikipedia) https://en.wikipedia.org/wiki/Call_centre Last checked 2026-10

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

Studio

A map, not a converter.

Sources and go deeper

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

Journey

Sentences first.

Sources and go deeper

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

Publish

Or it does not run.

Sources and go deeper

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

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

Strategy

Behavior, not a file format.

Sources and go deeper

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

Queues

Recreated.

Sources and go deeper

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

Date

A Genesys notice.

Sources and go deeper

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

WEM

Its own workstream.

Sources and go deeper

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Menu

Architect tasks.

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

Hold

Published in-queue flow.

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Dip

Data action plus failure.

Sources and go deeper

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Cisco

Source of the old behavior only.

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Members

Who may answer.

Sources and go deeper

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

Skills

What they must match.

Sources and go deeper

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Rings

Up to five.

Sources and go deeper

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

Analogy

Not a converter.

Sources and go deeper

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

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Script

Architect.

Sources and go deeper

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CSQ

Queue.

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

Desktop

Workspace or a cited embed.

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Test

Before the trunk cut.

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

Cluster

Stays until you remove it.

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Cloud

BYOC and DCVP.

Sources and go deeper

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

Edge

If phones are local.

Sources and go deeper

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

Emergency

A real test, not a guess.

Sources and go deeper

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Blank

Better than a bad link.

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Door

BYOC or Edge.

Sources and go deeper

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Flows

Rebuilt.

Sources and go deeper

Last checked 2026-10

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Week

Re-read both sides.
Sources and go deeper
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Lab

First call.
Sources and go deeper
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Emergency

Signal Floor flashcards

Before the DID.

Sources and go deeper

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One number

Then the rest.

Sources and go deeper

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

Rollback

A person and a clock.

Sources and go deeper

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Community home, not a thread about this room.

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

Org home

One core region and its login URL.

Sources and go deeper

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

Satellite

Media and recordings, not the org.

Sources and go deeper

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

GCV

Separate availability table.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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Signal Floor flashcards

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.

FedRAMP

A different login host and US-only voice.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

AWS regions for Genesys Cloud Voice (Resource Center) <https://help.genesys.cloud/articles/aws-regions-genesys->

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

Pair

Role plus division, not role alone.

Sources and go deeper

Last checked 2026-10

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

Client credentials grant (Developer docs) confirm Last checked 2026-10

The response was the Developer Center shell, which is the same page for a missing path. The lab opened this

Create an OAuth client (Resource Center) <https://help.genesys.cloud/articles/create-an-oauth-client/> Last chec

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

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Community home, not a thread about this room.

OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Subset

An OAuth client cannot exceed its creator.

Sources and go deeper

Last checked 2026-10

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

Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

/users/me

Needs a user token.

Sources and go deeper

Last checked 2026-10

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

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

Implicit

Deprecated after 25 May 2026 in the OAuth article.

Sources and go deeper

Last checked 2026-10

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

Client credentials grant (Developer docs) confirm Last checked 2026-10

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

30 minutes

Shorter peaks are ignored.

Sources and go deeper

Last checked 2026-10

Signal Floor flashcards

Concurrent licensing model billing overview (Resource Center) <https://help.genesys.cloud/articles/concurrent-l>
Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>
Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L
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Background article. It is not a Genesys Cloud product page.

One org

Do not sum peaks across orgs.

Sources and go deeper

Last checked 2026-10

Concurrent licensing model billing overview (Resource Center) <https://help.genesys.cloud/articles/concurrent-l>
Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>
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Background article. It is not a Genesys Cloud product page.

Highest level

The priciest assignment in the period wins.

Sources and go deeper

Last checked 2026-10

Concurrent licensing model billing overview (Resource Center) <https://help.genesys.cloud/articles/concurrent-l>
Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>
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Background article. It is not a Genesys Cloud product page.

Fair use

Monthly pool, no rollover. Read the live table.

Signal Floor flashcards

Sources and go deeper

Last checked 2026-10

Concurrent licensing model billing overview (Resource Center) <https://help.genesys.cloud/articles/concurrent-l>

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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

CX 1

Voice.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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

CX 2

Digital and quality.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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

Signal Floor flashcards

CX 3

WEM and transcription minutes.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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

Copilot

Knowledge, transcript, scripts, next best action, forms, notes.

Sources and go deeper

Last checked 2026-10

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

Genesys Agent Copilot overview (Resource Center) <https://help.genesys.cloud/articles/agent-copilot-overview/> L

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

5,000

Members per queue.

Sources and go deeper

Last checked 2026-10

Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

Create a BYOC Premises Edge group with a phone trunk (Resource Center) <https://help.genesys.cloud/articles/cre>

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

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Community home, not a thread about this room.

WebRTC (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> Last checked 2026-10

Signal Floor flashcards

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

Three joins

User, division grant, queue membership.

Sources and go deeper

Last checked 2026-10

Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

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Community home, not a thread about this room.

WebRTC (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> Last checked 2026-10

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

Name

Unique, no special characters.

Sources and go deeper

Last checked 2026-10

Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

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WebRTC (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> Last checked 2026-10

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

Phones

Edge group work, not the first org task.

Sources and go deeper

Last checked 2026-10

Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

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Signal Floor flashcards

Community home, not a thread about this room.

WebRTC (Wikipedia) <https://en.wikipedia.org/wiki/WebRTC> Last checked 2026-10

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

Pool

Monthly, across users, no rollover.

Sources and go deeper

Last checked 2026-10

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Meters

IVR, API, storage, BYOC, transcription, SMS, and others.

Sources and go deeper

Last checked 2026-10

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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

Do not copy rates

The policy page is the quote.

Sources and go deeper

Last checked 2026-10

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

Overview of Genesys Cloud (Resource Center) <https://help.mypurecloud.com/articles/overview-of-genesys-cloud/> L

Signal Floor flashcards

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

API

Client-credentials calls still count.

Sources and go deeper

Last checked 2026-10

Genesys Cloud fair use policy (Resource Center) <https://help.genesys.cloud/articles/genesys-cloud-fair-use-pol>

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OAuth (Wikipedia) <https://en.wikipedia.org/wiki/OAuth> Last checked 2026-10

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

Publish

Or the hold experience does not exist.

Sources and go deeper

Last checked 2026-10

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

Signal Floor flashcards

Narrow client

Subset of the creator, one division.

Sources and go deeper

Last checked 2026-10

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

Package

Match CX 1?4 to the scope.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

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

Home

Keep it.

Sources and go deeper

Last checked 2026-10

AWS regions for Genesys Cloud (Resource Center) <https://help.genesys.cloud/articles/aws-regions-for-genesys-cl>

Signal Floor flashcards

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Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked
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Background article. It is not a Genesys Cloud product page.

Site

Visitor behavior.
Sources and go deeper
Last checked 2026-10
About Predictive Engagement (Resource Center) <https://help.genesys.cloud/articles/about-predictive-engagement/>
Genesys Predictive Engagement (Resource Center) <https://help.genesys.cloud/usecases/genesys-predictive-engagem>
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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.

Not ACD

Predictive routing is the queue method.
Sources and go deeper
Last checked 2026-10
About Predictive Engagement (Resource Center) <https://help.genesys.cloud/articles/about-predictive-engagement/>
Genesys Predictive Engagement (Resource Center) <https://help.genesys.cloud/usecases/genesys-predictive-engagem>
Deprecation: Journey Outcomes (Resource Center) <https://help.genesys.cloud/announcements/genesys-cloud/depreca>
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Signal Floor flashcards

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

Offers

Messaging, chat, content, flow.

Sources and go deeper

Last checked 2026-10

About Predictive Engagement (Resource Center) <https://help.genesys.cloud/articles/about-predictive-engagement/>

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

Outcomes

On a published deprecation.

Sources and go deeper

Last checked 2026-10

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

Messaging

Messenger snippet.

Sources and go deeper

Last checked 2026-10

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

Web chat

Legacy tracking snippet.

Sources and go deeper

Last checked 2026-10

About Predictive Engagement (Resource Center) <https://help.genesys.cloud/articles/about-predictive-engagement/>

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One of them

Remove the snippet when Messenger tracks.

Sources and go deeper

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Predictive Engagement tracking snippet (Resource Center) <https://help.genesys.cloud/articles/predictive-engage>

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Live Now

Proof that events arrived.

Sources and go deeper

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

One condition

Minimum.

Sources and go deeper

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

More conditions

Fewer visitors.

Sources and go deeper

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Signal Floor flashcards

Not shared

Copy what you need.

Sources and go deeper

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

Examples

Not a complete attribute list.

Sources and go deeper

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

Action

Messaging, chat, content, or flow.

Sources and go deeper

Last checked 2026-10

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

Trigger

Segment, activity, or outcome.

Sources and go deeper

Last checked 2026-10

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

Priority

Chooses among qualified maps.

Sources and go deeper

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Define an action map's triggers (Resource Center) <https://help.genesys.cloud/articles/define-an-action-maps-tr>

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Queue

Optional, for chat and messaging offers.

Sources and go deeper

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Create an action map (Resource Center) <https://help.genesys.cloud/articles/create-an-action-map/> Last checked
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Announced

2026-05-18.

Sources and go deeper

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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.

Planned end

2026-06-29.

Sources and go deeper

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Community home, not a thread about this room.
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.

Signal Floor flashcards

Scoring

Not in Customer Outcomes.

Sources and go deeper

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Community home, not a thread about this room.

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.

Unverified live

This lab did not open an org.

Sources and go deeper

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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.

Four actions

Messaging, chat, content, flow.

Sources and go deeper

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Create an action map (Resource Center) <https://help.genesys.cloud/articles/create-an-action-map/> Last checked

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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.

No field list

Open the Salesforce topic.

Sources and go deeper

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

Skipped branch

`getJourneyOutcome`.

Sources and go deeper

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

Fallback

Queue or another offer.

Sources and go deeper

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Live Now

Events are arriving.

Sources and go deeper

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Activity

Devices, segments.

Sources and go deeper

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

Signal Floor flashcards

Map report

Did the offer run.

Sources and go deeper

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

Outcomes

Export, then let them go.

Sources and go deeper

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

Forms

The score.

Sources and go deeper

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Policy

What gets recorded.

Sources and go deeper

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

Coach

What you do with the score.

Sources and go deeper

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Package

QM from CX 2. WFM from CX 3.

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Weight

What moves the score.
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Calibrate

Graders must agree.
Sources and go deeper
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Observable

If it is not in the interaction, do not score it.
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AI

Does not replace the rubric.

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Policy

Which calls, how long.

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Screen

Agent screen, ACD.

Sources and go deeper

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Secure

A segment, not the policy.
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Storage

A fair-use meter.
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Show the score

Or it does not coach.
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Appointment

A real meeting.

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Dispute

A path, not a threat.

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In progress

Allowed.

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Three gates

STA, QM, tokens.

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Ratio

See the FAQ. Do not freeze it blindly.

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No double bill

Copilot summary reused by Virtual Supervisor.

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Rubric

Still yours.
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Reason

Why the copy exists.
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Lifecycle

When the copy dies.

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Meter

Storage still counts.

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Lab

Synthetic here. Real audio stays in the org.

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QM

Record, evaluate, coach.

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Evaluations

Forms through disputes.

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STA

100 percent, on that article.

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Export

AWS is the named store.

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Three

Person, model, or topics.

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Focus

Full interaction or evaluated agent.

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Media

Voice and digital, for the automated choices.

Sources and go deeper

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Weights

Open the weights article.

Sources and go deeper

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300 characters

The transcript criterion this lab is willing to state.

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25

The rolling window.

Sources and go deeper

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Create and publish an evaluation form (Resource Center) <https://help.genesys.cloud/articles/create-publish-eva>

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75 percent

Show above, hide below.

Sources and go deeper

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Reset

Republish, or 30 quiet days.

Sources and go deeper

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Create and publish an evaluation form (Resource Center) <https://help.genesys.cloud/articles/create-publish-eva>

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Phrase

One way of saying it.
Sources and go deeper
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Work with a program (Resource Center) <https://help.genesys.cloud/articles/work-with-a-program/> Last checked 20
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Topic

The intent.
Sources and go deeper
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Program

Topics on queues or flows.
Sources and go deeper
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Conditions

All true, one answer, one use of each topic.
Sources and go deeper
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100

Programs.
Sources and go deeper
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500

Topics per dialect, and queues or flows on one program.
Sources and go deeper

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20

Tags, and enabled scoring rules.

Sources and go deeper

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Org

An off switch overrides the program.

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Each

One evaluation per matched agent.

Sources and go deeper

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First or last

One evaluation.

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Digital

Regenerate when the thread grows.

Sources and go deeper

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STA settings

Not a quality-admin edit.

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Name

Unique, no special characters.

Sources and go deeper

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5,000

Member cap.

Sources and go deeper

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Division

Chosen at create.

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Copy

Review routing after.

Sources and go deeper

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Tag vs number

All-skills cares about the tag. Best-available cares about the number.

Sources and go deeper

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7 days

Inactive agents drop out.

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WEM style

Lower proficiency, same skill.

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Extra skills

Do not impersonate the required one.

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Optional

Agent may skip.

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TIMEOUT

Timer won.

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LOGOUT

Logoff setting won.

Sources and go deeper

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Callbacks

Always need a code.

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Same division

Queue and codes.

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Role

Limits the picker.

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On behalf

Inherits ACW.

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Direct internal

The documented escape.

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Pair

Percentage and seconds.

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Per media

Voice is not email.

Sources and go deeper

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

Routing

Conditional rules need the KPI.
Sources and go deeper
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Advanced routing overview (Resource Center) <https://help.genesys.cloud/articles/advanced-routing-overview/> Las
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WEM

Templates should agree with the queue.
Sources and go deeper
Last checked 2026-10
Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked
Advanced routing overview (Resource Center) <https://help.genesys.cloud/articles/advanced-routing-overview/> Las
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Slot

One callback by default.
Sources and go deeper
Last checked 2026-10

Signal Floor flashcards

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

No interrupt

Calls and callbacks stay apart.

Sources and go deeper

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Code

Required even if ACW is Optional.

Sources and go deeper

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

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Last agent

Do not promise it for inbound callbacks.

Sources and go deeper

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Copy

Review routing immediately.

Sources and go deeper

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On Queue

The door.

Sources and go deeper

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5,000

Still the cap.

Sources and go deeper

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Test

Before the DID.

Sources and go deeper

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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.

ACD

The queue's routing method.

Sources and go deeper

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Five

Standard, predictive, bullseye, preferred, conditional.

Sources and go deeper

Last checked 2026-10

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Direct

Described separately.

Sources and go deeper

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Skills

Processed by the evaluation method.

Sources and go deeper

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All

Longest idle with every skill.
Sources and go deeper
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Background article. It is not a Genesys Cloud product page.

Best

100 longest idle, then average proficiency.
Sources and go deeper
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Disregard

Longest idle, skills ignored.
Sources and go deeper
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7 days

Older last-handled time drops out.

Sources and go deeper

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Option 1

Same skills, lower proficiency.

Sources and go deeper

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Option 2

Remove up to 50 skills.

Sources and go deeper

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Delay

2 seconds to 72 hours.

Sources and go deeper

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Cap

Five and six both appear. Confirm.

Sources and go deeper

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

Pair

Standard or predictive, plus all skills matching.

Sources and go deeper

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

Replaces

The queue's ACD and language skills.

Sources and go deeper

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Excludes

Preferred, last agent, direct, bullseye.

Sources and go deeper

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Invalid

Fall back to the queue.

Sources and go deeper

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Media

Voice, SMS, email.

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Still ACD

Queue and wrap-up.

Sources and go deeper

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

Status

On queue, or off queue and available with the permission.

Sources and go deeper

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Backup

In-queue flow, then agent or queue.

Sources and go deeper

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0 to 100

Highest is most preferred.

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Bullseye routing overview (Resource Center) <https://help.genesys.cloud/articles/bullseye-routing-overview/> Last checked 2026-10-10

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Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor Last checked 2026-10-10

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

20

The collection size, unless Customer Care raises it.

Signal Floor flashcards

Sources and go deeper

Last checked 2026-10

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

Specify routing and evaluation methods (Resource Center) <https://help.genesys.cloud/articles/specify-routing-s>

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

Too many

Call-flow Failure.

Sources and go deeper

Last checked 2026-10

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

Specify routing and evaluation methods (Resource Center) <https://help.genesys.cloud/articles/specify-routing-s>

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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.

Last agent

Not used for email, messaging, or inbound callbacks under preferred routing.

Sources and go deeper

Last checked 2026-10

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

Specify routing and evaluation methods (Resource Center) <https://help.genesys.cloud/articles/specify-routing-s>

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Signal Floor flashcards

Voice scope

IVR through voicemail, as the page lists it.

Sources and go deeper

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

Digital

Email, message, chat.

Sources and go deeper

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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.

Package

Transcription minutes at CX 3.

Sources and go deeper

Last checked 2026-10

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

Tables

Re-read dialects and prices.

Sources and go deeper

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

Label

Not a verdict.

Sources and go deeper

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Listen

Then coach.

Sources and go deeper

Last checked 2026-10

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Form

Still QM.

Sources and go deeper

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Scope

Only queues you will read.

Sources and go deeper

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Phrase

The words.

Sources and go deeper

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Topic

One intent.

Sources and go deeper

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Program

The dictionary for a queue.

Sources and go deeper

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Test

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Search before you trust a chart.

Sources and go deeper

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Model

Flags language.

Sources and go deeper

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Form

Defines the behavior.

Sources and go deeper

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Signal Floor flashcards

Calibrate

Humans agree.

Sources and go deeper

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Automate

Only with a documented filter.

Sources and go deeper

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Search

Did the words exist?

Sources and go deeper

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Topic

Did the dictionary include them?

Sources and go deeper

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Leg

IVR, agent, voicemail.

Sources and go deeper

Last checked 2026-10

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Privacy

Transcripts stay in the org.

Sources and go deeper

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Final

After the interaction.

Sources and go deeper

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Sooner

Notifications API.

Sources and go deeper

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Triggers

Only listed filters.

Sources and go deeper

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Streaming

Confirm the connector. Do not invent one.

Sources and go deeper

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CX 3

Where WEM starts.

Sources and go deeper

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

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WFM objects

Business units, management units, goals, plans, schedules, adherence, time off.

Sources and go deeper

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Community home, not a thread about this room.

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.

Sibling

QM and STA are not the schedule.

Sources and go deeper

Last checked 2026-10

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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.

Cert

Workforce Management, with the listed course.

Sources and go deeper

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About Workforce Engagement Management (Resource Center) <https://help.genesys.cloud/articles/about-workforce-en>

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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.

Signal Floor flashcards

Business unit

Planning container.

Sources and go deeper

Last checked 2026-10

About Workforce Engagement Management (Resource Center) <https://help.genesys.cloud/articles/about-workforce-en>

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

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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.

Management unit

People you schedule.

Sources and go deeper

Last checked 2026-10

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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.

Queue

People who can be offered work.

Sources and go deeper

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About Workforce Engagement Management (Resource Center) <https://help.genesys.cloud/articles/about-workforce-en>

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Signal Floor flashcards

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

Align skills

Forecast what you route.

Sources and go deeper

Last checked 2026-10

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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.

Template

The planning promise.

Sources and go deeper

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

Queue

The reported promise.

Sources and go deeper

Last checked 2026-10

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Match them

Or you staff the wrong target.

Sources and go deeper

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

Erlang

Not claimed as the Genesys engine.

Sources and go deeper

Last checked 2026-10

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Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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

Activity

What they should be doing.

Sources and go deeper

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On Queue

What ACD requires.

Sources and go deeper

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

Membership

Still separate.

Sources and go deeper

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

Schedule

Does not edit rings.

Sources and go deeper

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

Intraday

Today.

Sources and go deeper

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

Adherence

Plan versus actual.

Sources and go deeper

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

Count On Queue

Before you edit routing.

Sources and go deeper

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

Historical

Also documented.

Sources and go deeper

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Create and configure queues (Resource Center) <https://help.genesys.cloud/articles/create-queues/> Last checked

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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.

Request

In WFM.

Sources and go deeper

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Automatic call distributor (Wikipedia) https://en.wikipedia.org/wiki/Automatic_call_distributor Last checked 2

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Schedule

Must show the absence.

Sources and go deeper

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Status

Not On Queue.

Sources and go deeper

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Membership

Unchanged.

Sources and go deeper

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Name

Workforce Management Certification.

Sources and go deeper

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Call centre (Wikipedia) https://en.wikipedia.org/wiki/Call_centre Last checked 2026-10

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Prep

WEM ? Workforce Management.

Sources and go deeper

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Not GC-GCP

Different exam.

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Call centre (Wikipedia) https://en.wikipedia.org/wiki/Call_centre Last checked 2026-10

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

Practice

Genesys? own, 25?30, no voucher.

Sources and go deeper

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Call centre (Wikipedia) https://en.wikipedia.org/wiki/Call_centre Last checked 2026-10

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

Short-term

Up to six weeks, can schedule.

Sources and go deeper

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

Long-term

Seasonality, cannot schedule.

Sources and go deeper

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AHT

Talk, hold, ACW.

Sources and go deeper

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Volume

Interactions offered.

Sources and go deeper

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

Three methods

With forecast, without, or blank.

Sources and go deeper

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

Cover the dates

Short-term weeks must include the schedule.

Sources and go deeper

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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.

One at a time

Per business unit.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule->

Choose a forecast for an existing schedule (Resource Center) <https://help.genesys.cloud/articles/choose-foreca>

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

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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.

Reschedule

A forecast swap does not move shifts by itself.

Sources and go deeper

Last checked 2026-10

Work with workforce management schedules (Resource Center) <https://help.genesys.cloud/articles/work-with-workf>

Generate a schedule from a forecast (Resource Center) <https://help.genesys.cloud/articles/generate-a-schedule->

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Signal Floor flashcards

Community home, not a thread about this room.

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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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