

Migration cutover

Read the old flow as behavior, then draw Architect tasks and queues. UCCE skill groups are membership plus skills, not one Genesys object. CUCM can stay. BYOC is the door, not a replacement cluster. Cut over one number, then the queue, then the people. Test emergency before the rest of the staff arrives.

Sources and go deeper

Last checked 2026-10

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

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

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

Cisco Unified Contact Center Enterprise (Official page) <https://www.cisco.com/c/en/us/support/customer-collabo>

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

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

Cisco Unified Contact Center Express (Official page) <https://www.cisco.com/c/en/us/support/customer-collaborat>

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

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

Routing and evaluation methods (Resource Center) <https://help.genesys.cloud/articles/acd-evaluation-routing-me>

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

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

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

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

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>

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

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

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

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

Community home, not a thread about this room.

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

Protocol specification.

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

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

CypherMonkey Labs

' 2026 CypherMonkeyLabs ?

<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

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

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