

Recording and quality

Quality management evaluates. It does not build the schedule. Recording policies choose calls and retention. A secure flow can suppress a payment segment. It does not replace the policy. AI scoring needs speech and text analytics, quality management, and AI Experience tokens. A score the agent cannot see and cannot dispute is not a quality program.

Sources and go deeper

Last checked 2026-10

About quality management (Resource Center) <https://help.genesys.cloud/articles/about-quality-management/> Last

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

Speech and text analytics overview (Resource Center) <https://help.genesys.cloud/articles/speech-and-text-analy>

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

Automated scoring options in evaluation forms (Resource Center) <https://help.genesys.cloud/articles/automated->

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

Understand programs, topics, and phrases (Resource Center) <https://help.genesys.cloud/articles/understand-prog>

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

About quality management (Resource Center) <https://help.genesys.cloud/50540/> Last checked 2026-10

Speech and text analytics FAQs (Resource Center) <https://help.genesys.cloud/faqs/category/speech-and-text-anal>

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

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

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

Community home, not a thread about this room.

Genesys (company) (Wikipedia) [https://en.wikipedia.org/wiki/Genesys_\(company\)](https://en.wikipedia.org/wiki/Genesys_(company)) Last checked 2026-10

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

CypherMonkey Labs

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<https://cyphermonkeylabs.com>

<https://github.com/CypherMonkeyLabs>

<https://linktr.ee/cypherMonkey>

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

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