

Routing troubleshooting

Are they On Queue, a member, and under utilization? All-skills matching needs every required skill, then the longest idle. Bullseye: up to five rings. A long delay means the outer ring is still closed. Preferred agents are first only if they are members and On Queue. One conversation-score priority point is 60,000 ms. Predictive routing is the queue method. Predictive Engagement is the website product.

Sources and go deeper

Last checked 2026-10

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

Evaluation methods (Resource Center) <https://help.genesys.cloud/articles/acd-evaluation-routing-methods/> Last

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

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

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

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

CypherMonkey Labs

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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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