



Improve Admin experience by decomposing the Message Routing Admin page, so we have unified experience across other admin Uis

Significant Change Communication
Genesys Cloud Product Management

Introduction

Genesys is constantly updating its UI frontend to follow industry trends and latest technology.

The administration of the Message Routing is getting a technology update that does not affect the administered functionality. The changes include updated icons for better visual alignment and buttons getting more explanation for easier onboarding.

There is no impact on the agent facing views.

THANK YOU

