

ICONS UPDATE



As part of ongoing effort to improve accessibility, Genesys Cloud will soon update icons library to latest UX standard. As a result, most icons will change a small degree. A few icons will change more than others and those are highlighted below.

Interactions – Call Disconnect, Screenshare, Journey, Canned Responses, Notes

Before

Activity Directory Documents Performance Reports Admin On Queue

Conversations Thomas, John

Thomas, John +

RPTQ Support RE: Following up on conversation 17 mins

RPTQ Support

Interaction Details

Interaction Type: Call

Interaction State: Connected

Queue Name: RPTQ Support

Customer's Number: [redacted]

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

Wrap-up code is required Select wrap-up code Done

After

Activity Directory Documents Performance Reports Admin On Queue

Conversations Thomas, John

Thomas, John +

RPTQ Support RE: Following up on conversation 17 mins

RPTQ Support

Interaction Details

Interaction Type: Call

Interaction State: Connected

Queue Name: RPTQ Support

Customer's Number: [redacted]

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

Wrap-up code is required Select wrap-up code Done

Interactions - Script

Before

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John 0:21

Thomas, John +

RPTQ Support RE: Following up on conversation 20 mins

RPTQ Support

This is the beginning of the conversation.

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

Enter message...

Wrap-up code is required
Select wrap-up code

Done

After

Activity Directory Documents Performance Reports Admin

Conversations

Thomas, John 0:21

Thomas, John +

RPTQ Support RE: Following up on conversation 20 mins

RPTQ Support

This is the beginning of the conversation.

After Call Work

Find wrap-up code

Abandoned Call

Customer needed more information.

JMTQ1

JMTQ2

JMTQ3

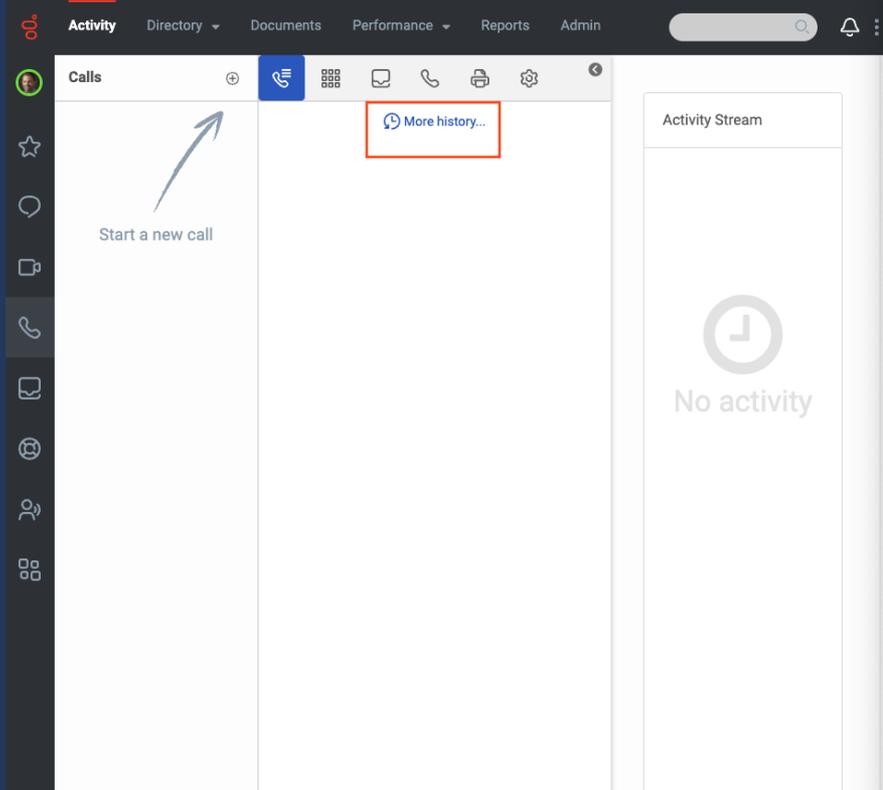
Enter message...

Wrap-up code is required
Select wrap-up code

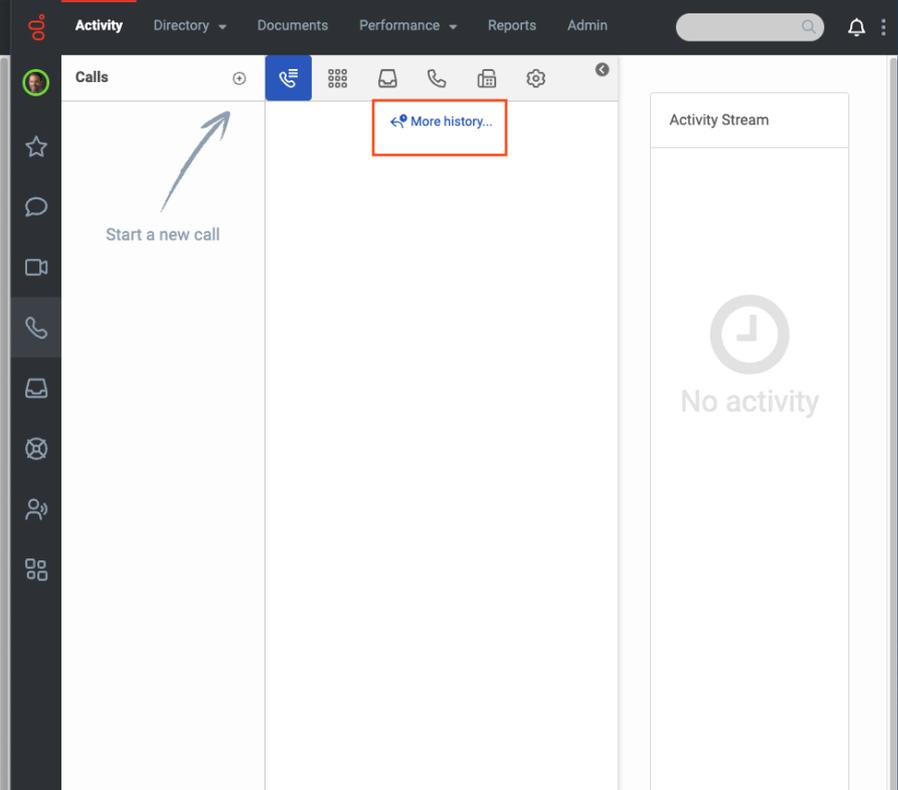
Done

Calls - Call History

Before



After



Calls - Fax

Before

Activity Stream

Start a new call

Send a Fax

Enter Number

Include Cover Sheet Yes

Cover Page Note (optional)

Attach Document

To attach, drag and drop a single .pdf, .doc, .docx, .odt or .tiff file here

- or -

[Browse Your Computer...](#)

[Browse Genesys Cloud Documents...](#)

After

Activity Stream

Start a new call

Send a Fax

Enter Number

Include Cover Sheet Yes

Cover Page Note (optional)

Attach Document

To attach, drag and drop a single .pdf, .doc, .docx, .odt or .tiff file here

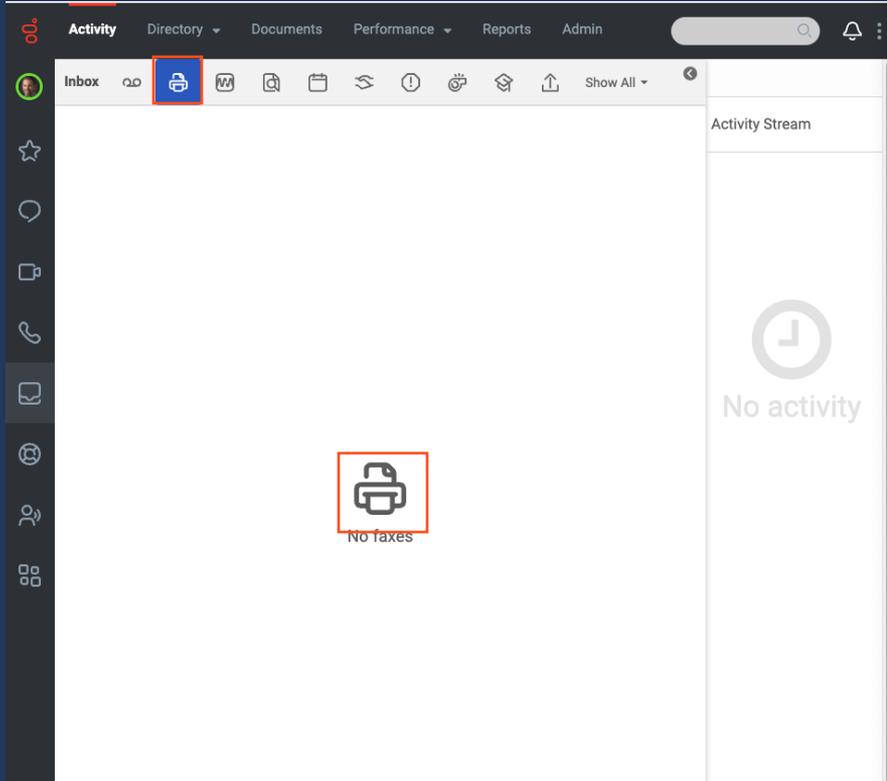
- or -

[Browse Your Computer...](#)

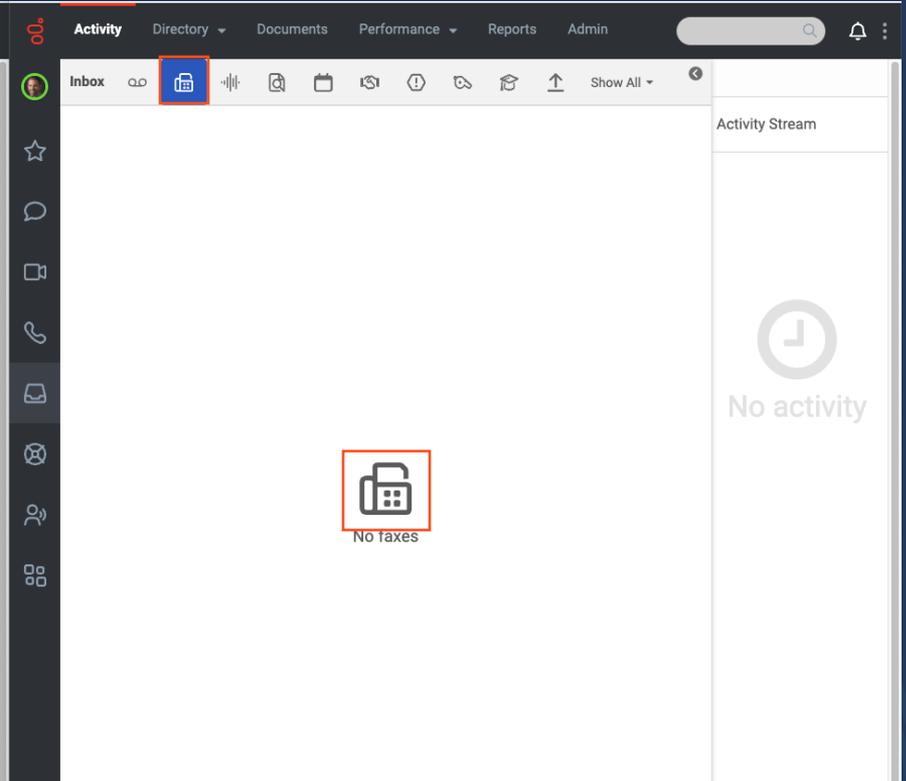
[Browse Genesys Cloud Documents...](#)

Inbox - Fax

Before

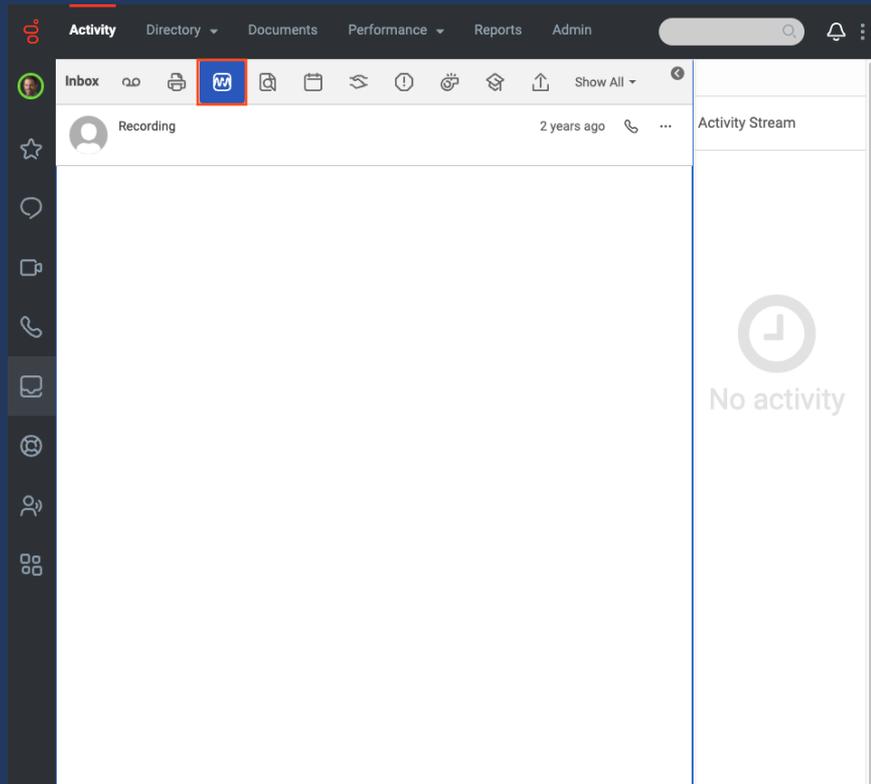


After

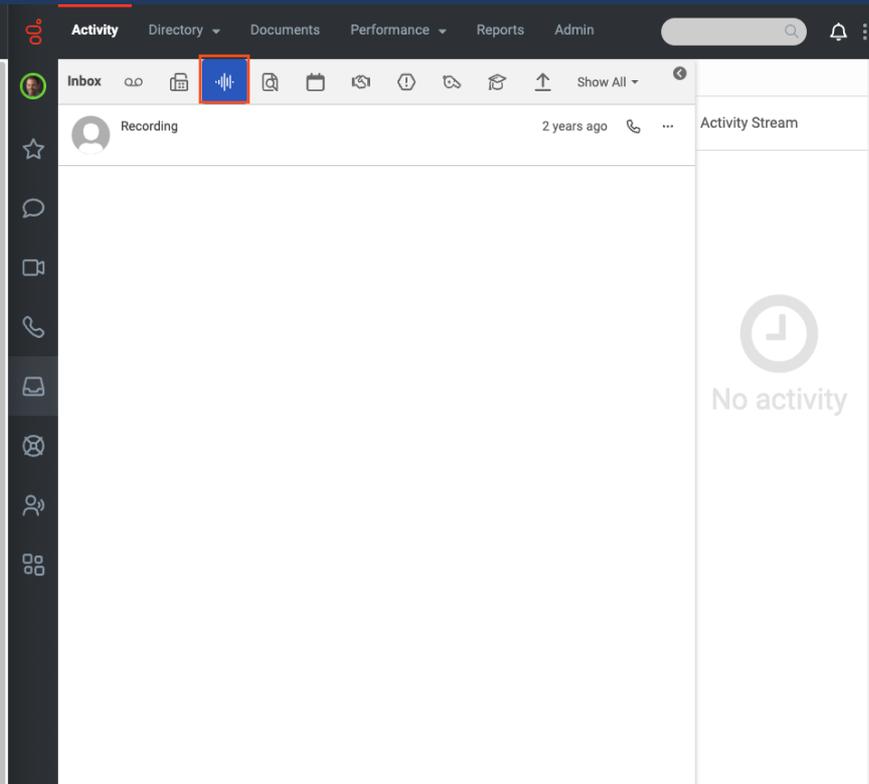


Inbox - Recordings

Before



After



Example of Accessibility Improvement – Blue Border To Highlight Focus Location

Before

Start a conversation

Make Call Send Email Send Message

Both fields are required

On behalf of queue

Please enter a number or contact

Open dialpad

Emergency Address [✎](#) [?](#)
For 1022
[⚠](#) Editable emergency address not applicable for selected primary number.

This screenshot shows a web form titled "Start a conversation" with three tabs: "Make Call", "Send Email", and "Send Message". The "Make Call" tab is active. Below the tabs, there is a heading "Both fields are required" followed by two input fields. The first field contains the text "On behalf of queue" and is highlighted with a red border. The second field contains the placeholder text "Please enter a number or contact". Below the input fields is a circular button with a telephone handset icon and the text "Open dialpad". At the bottom, there is a section for "Emergency Address" with a blue pencil icon and a question mark icon, followed by the text "For 1022" and a warning icon with the text "Editable emergency address not applicable for selected primary number."

After

Start a conversation

Make Call Send Email Send Message

Both fields are required

On Behalf of Queue

Please enter a number or contact

Open dialpad

Emergency Address [✎](#) [?](#)
[⚠](#) Could not verify primary number.

This screenshot shows the same "Start a conversation" form as the "Before" version. The "Make Call" tab is active. The first input field now contains the text "On Behalf of Queue" and is highlighted with a blue border, indicating it is the current focus. The second input field remains the same. The "Open dialpad" button and the "Emergency Address" section are also present. The warning message at the bottom now reads "Could not verify primary number."