Genesys Cloud Product Roadmap

October 2021 Update

Product Management

15 October 2021

Terms & Conditions

The product roadmap presented is for informational purposes only. It represents Genesys' current plan of record for the associated products. Genesys at its sole discretion has the right to add or delete any features or functionalities from the current feature roadmap.

Dates in the product plans are only indicative of Genesys' current assessment and are subject to change. Genesys does not commit that any specific features or functionality will ultimately be released, made generally available, or provided.

The terms and conditions, including pricing, of any features or functionalities that may be described in the product plan that are ultimately released, made generally available, or provided under an agreement are subject to future negotiations and future agreement on the terms and conditions which would govern any sale.

There are no penalties, liquidating damages or other remedies associated with changes to the product plans including cancellation of any specific feature or functionality or delay in the timing of development.

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TOOLS AND RESOURCES

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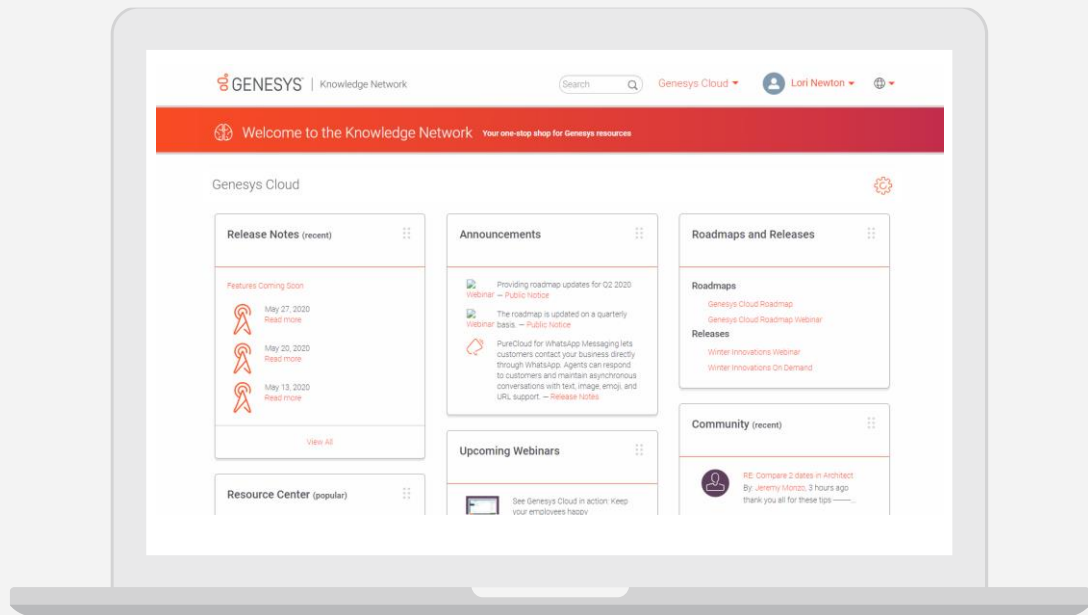# The Knowledge Network

KNOW.GENESYS.COM

GAIN THE KNOWLEDGE

Check out the Resource Center to help become familiar with new or existing features

Developers have their own space too on the Developer Center

EXPAND YOUR HORIZONS

Know what is being released and what is upcoming

Sign up for training and certifications

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Product ideas lab

VIEW, VOTE, COMMENT

If your idea already exists, you can vote on it to increase the impact

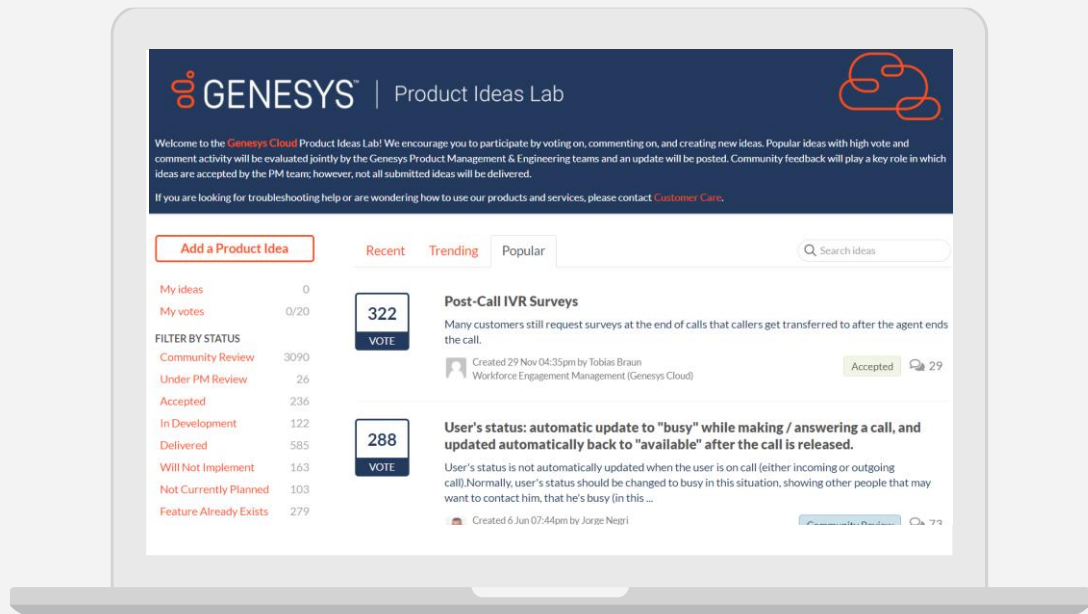Peers can share suggestions and real-life product experience

CREATE

Can't find your idea, please create one so we can create something just for you

SUBSCRIBE

Keep yourself informed by subscribing to ideas

Get informed when they go into development, when they are released, and more

Genesys Cloud priorities

PUTTING YOU AT THE TOP OF OUR PRIORITY

1 **Security**
protecting cloud serviced data

2 **Availability**
available anytime anywhere

3 **Features**
improving our product one feature at a time

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Delivered

Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Analytics & Reporting	My Queue Activity: Add Filter Queue and Saved Filters	Released	10/6/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/my-queues-activity-view/
Analytics & Reporting	API + dashboard: Real-time Status for when a user is being Alerted for a conversation (oAlerting)	Released	9/22/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/add-and-edit-performance-dashboards/
Analytics & Reporting	Add an external tag to the conversation object to enable customers to label conversations	Released	8/18/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/set-external-tag-action/
Artificial Intelligence	Make slots global for Dialog Engine Bot Flows	Released	10/6/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/slots-and-slot-types-overview/
Artificial Intelligence	DE Bot Flows - Automatic Quick Reply Buttons	Released	9/29/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/set-up-user-input-for-a-bot-flow/
Artificial Intelligence	Dialog Engine Bot Flows - Global barge-in	Released	9/22/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/set-up-user-input-for-a-bot-flow/
Analytics & Reporting	My Queue Activity: Add Filter Queue and Saved Filters	Released	10/6/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/my-queues-activity-view/
Artificial Intelligence	DEBF - Get External Contact & Get External Organization	Released	9/8/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/get-external-contact-action/
Artificial Intelligence	Dialog Engine Bot Flows - Default Agent Configuration	Released	9/8/2021	Genesys Cloud User 2, Genesys Cloud User 3	
Artificial Intelligence	Enhanced NLU and Architect integration	Released	9/1/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	

Delivered

Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Artificial Intelligence	Knowledge Workbench MVP	Released	8/18/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-the-knowledge-workbench/
Artificial Intelligence	GPE - Reporting of Non Offer Action Reasons - API	Released	7/28/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://developer.genesys.cloud/api/rest/v2/analytics/journeys
Artificial Intelligence	Intent Miner - GA	Released	7/21/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-intent-miner/
Digital	Quick Replies in Web Messaging & 3rd Party Channels (Bots)	Released	9/15/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 2 Digital Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/work-with-quick-replies-in-bot-conversations/
Digital	Usability - Effortless switch the engagement to a different channel	Released	9/8/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 2 Digital Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/switch-channels-for-an-interaction/
Digital	Email: Reply vs Reply All functionality	Released	9/1/2021	Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/reply-email-message/
Digital	Web Messaging & Messenger - Admin UI	Released	8/11/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 3	
Digital	Web Messaging - Inbound/Outbound Images	Released	8/11/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 3	
Digital	Web Messaging - Initial Channel Support	Released	8/11/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-web-messaging/

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Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Digital	Messaging - Open Messaging API (Fomerly 3rd Party Messaging API)	Released	7/14/2021	Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2 Digital Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-open-messaging/
Inbound	Enable Divisions for Schedule, Schedule Group and Call Routing Objects	Released	9/22/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/access-control-configuration-objects/
Inbound	Create new endpoint to adjust the skills of interactions in queue	Released	8/25/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://developer.dev-genesys.cloud/api/rest/v2/routing/#patch-api-v2-routing-conversations--conversationId-
Inbound	Disable Directory navigation	Released	7/21/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/disable-access-to-the-directory-menu/
Open Platform	Public API visibility improvements	Released	10/13/2021	No Restriction by User or Required User to Access	
Open Platform	Update Security for Publicly Accessible Files - domain changes for messaging	Released	10/6/2021	Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2 Digital Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/accept-and-respond-to-a-message-interaction/
Open Platform	Developer Center Content Changelog	Released	9/29/2021	No Restriction by User or Required User to Access	https://developer.genesys.cloud/changelog/
Open Platform	Role Backfill Solution	Released	9/22/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/automatically-backfill-roles-with-new-permissions/
Open Platform	Web Messaging Arabic Right to Left Support	Released	9/15/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/genesys-cloud-supported-languages/
Open Platform	Update Security for Publicly Accessible Files - domain changes for content management	Released	9/1/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/share-a-file/

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Delivered

Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Open Platform	Client SDK logger	Released	9/1/2021	No Restriction by User or Required User to Access	https://developer.genesys.cloud/blog/2021-05-06-sdk-config-and-logging/
Open Platform	PKCE support for OAuth 2.0	Released	8/18/2021	No Restriction by User or Required User to Access	https://developer.genesys.cloud/api/rest/authorization/
Open Platform	Blueprints	Released	8/11/2021	No Restriction by User or Required User to Access	https://appfoundry.genesys.com/filter/genesyscloud
Open Platform	Audit Log Viewer Enhancements	Released	7/28/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/about-the-audit-log-viewer/
Open Platform	Dev Center - Developer Guides	Released	7/28/2021	No Restriction by User or Required User to Access	https://developer.genesys.cloud/guides/
Outbound	DNC List Improvements - Expiration for Records	Released	8/11/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/create-new-dnc-list/
Self-Service & Automation	Google Dialogflow - CX (Digital & Voice)	Released	10/6/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-the-google-cloud-dialogflow-cx-integration/

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Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Self-Service & Automation	ACL - System shall be able to restrict Agent communications based on Division(s) and Role/Permission	Released	10/6/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/manage-access-to-individuals-based-on-division-membership/
Self-Service & Automation	Dialogflow - Slot Cancel Behavior	Released	9/1/2021	Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/configure-google-dialogflow-intent-behavior-when-the-caller-says-cancel/
Self-Service & Automation	Bot Connector Digital	Released	8/11/2021	Genesys Cloud User 1 Digital Upgrade I, Genesys Cloud User 1 Digital Upgrade II, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-genesys-bot-connector/
Unified Communications & Collaboration	Android Mobile Softphone enhancements - Call History Improvements	Released	8/11/2021	Communicate	https://help.mypurecloud.com/articles/faqs-communicate-for-android/
Unified Communications & Collaboration	iOS Mobile Softphone enhancements - Call History improvements	Released	8/11/2021	Communicate	https://help.mypurecloud.com/articles/faqs-communicate-for-ios/
Unified Communications & Collaboration	External Video Provider and Zoom Meetings Integration	Released	7/14/2021	Collaborate	https://help.mypurecloud.com/articles/about-the-zoom-meetings-integration/
Unified Communications & Collaboration	Stability: Using Media Services for Video Conference in Genesys Cloud	Released	7/14/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/video-chat/
Voice	DNS SRV Support for TLS on BYOC-Cloud	Released	9/1/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/tls-trunk-transport-protocol-specification/
Voice	Enable custom conversation header x-inin-cnv into SIP messages	Released	8/25/2021	Communicate, Genesys Cloud User 1, Genesys Cloud User 2, Genesys Cloud User 3	https://help.mypurecloud.com/articles/configure-headerinvite-settings/

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Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Voice	DID porting phase 2 improvements	Released	8/25/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/port-did-numbers/
Voice	Accessibility Compliance Phase 1 - Improved Accessibility for Agent ACD Voice	Released	8/11/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/about-security-and-compliance/
Workforce Engagement	Recognition Improvements for Spanish Dialects	Released	10/6/2021	Genesys Cloud User 3	https://help.mypurecloud.com/articles/genesys-cloud-supported-languages/
Workforce Engagement	No Longer Send Silence for Transcription	Released	9/29/2021	Genesys Cloud User 3	
Workforce Engagement	Support for Sentiment Analysis for Spanish Digital Interactions	Released	9/29/2021	Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-sentiment-analysis/
Workforce Engagement	Content Search API: Add Topics	Released	9/15/2021	Genesys Cloud User 3	https://developer.genesys.cloud/api/rest/v2/search/transcript_search
Workforce Engagement	Historical Import Audit	Released	9/8/2021	Genesys Cloud User 1 WEM Upgrade II, Genesys Cloud User 2 WEM Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/view-workforce-management-details-in-the-audit-log-viewer/
Workforce Engagement	Content Search UI: Add Sentiment	Released	9/8/2021		https://help.mypurecloud.com/articles/content-search-view/
Workforce Engagement	Support for France French (fr-FR), Canadian French (fr-CA), Italian (it-IT), German (de-DE) and Brazilian Portuguese (pt-BR) Topic Spotting	Released	9/1/2021		https://help.mypurecloud.com/articles/genesys-cloud-supported-languages/

Delivered

Product Category	Feature	Status	GA Launch Date	Feature Availability	Resource Center Article URL
Workforce Engagement	WFM Historical Data Import: Upload and Purge via API	Released	8/18/2021	Genesys Cloud User 1 WEM Upgrade II, Genesys Cloud User 2 WEM Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/about-workforce-management/
Workforce Engagement	General Updates to Interaction Details UI	Released	7/28/2021	Genesys Cloud User 3	https://help.mypurecloud.com/articles/view-interactions-details/
Workforce Engagement	Subscribe to Transcripts through Notifications API by Conversation ID	Released	7/28/2021	Genesys Cloud User 3	https://developer.genesys.cloud/api/rest/v2/notifications/available_topics
Workforce Engagement	Support SSE-KMS in customer S3 when integrating for bulk export recording	Released	7/21/2021	No Restriction by User or Required User to Access	https://help.mypurecloud.com/articles/create-iam-resources-for-aws-s3-bucket/
Workforce Engagement	Custom Leaderboard Scope & Reporting Intervals	Released	7/14/2021	Genesys Cloud User 3	https://help.mypurecloud.com/articles/gamification-default-profile/
Workforce Engagement	Genesys Tempo mobile app - Improved Schedule View	Released	7/14/2021	Genesys Cloud User 1 WEM Upgrade II, Genesys Cloud User 2, Genesys Cloud User 2 WEM Upgrade I, Genesys Cloud User 3	
Workforce Engagement	Forecasting Audit	Released	7/7/2021	Genesys Cloud User 1 WEM Upgrade II, Genesys Cloud User 2 WEM Upgrade I, Genesys Cloud User 3	https://help.mypurecloud.com/articles/view-details-about-schedule-forecast-or-work-plan-edits/
Workforce Engagement	Backend - Add Questions, Score Aggregates and Mark Overdue	Released	8/4/2021	Genesys Cloud User 3	https://developer.genesys.cloud/api/rest/v2/learning/
Workforce Engagement	Content Search UI & Reporting: Add Digital	Released	8/18/2021	Genesys Cloud User 3	https://help.mypurecloud.com/articles/content-search-view/

Roadmap terminology

DELIVERED

Features in Beta or fully GA for you. You should now be able to access and learn more about them on the Resource Center.

IN PROGRESS

Features we are currently working on for you and are working hard to get released. These are expected to be completed within the current quarter.*

TARGET

Features we are planning to work on after the In Progress work has been completed.

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ROADMAP CONTENT

GENESYS™

Open Platform

ADMIN & AUTH
Leverage control over custom solutions at scale.

IN PROGRESS

Enable Division for Telephony objects
Customers shall be able to segment Telephony objects such as Extensions, DIDs etc., to be Division aware.

Enable Division for Routing Objects BETA
Allows routing related objects such as Schedules, Data Tables, Flow Outcomes and Scripts to be Division enabled.
https://genesyscloud.ideas.aha.io/ideas/OP-I-1072

Attribute Based Access Control*
Customers can create policies to grant users, groups, divisions, and other entities access rights based on the attributes of those entities.
https://genesyscloud.ideas.aha.io/ideas/INB-I-703

SSO Logout Redirect BETA
Redirects user to SSO provider upon logout
https://genesyscloud.ideas.aha.io/ideas/OP-I-272

Inactivity timeout for user token BETA
Automatically logs user out when inactive.
https://genesyscloud.ideas.aha.io/ideas/OP-I-388

TARGET

Multiple IdP integrations from the same provider
Supports multiple SSO integrations for the same Identity Provider
https://genesyscloud.ideas.aha.io/ideas/OP-I-555

SAML metadata
Customers can upload a file to create and sync their SSO integration between Genesys Cloud and their Identity Provider
https://genesyscloud.ideas.aha.io/ideas/OP-I-290

Extending Divisions limit to 300
Allows administrators to define up to 300 Divisions, previously this was restricted to 50 Divisions.
https://genesyscloud.ideas.aha.io/ideas/OP-I-195

MARKETPLACE
Utilize integrations to expand your customer experience.

IN PROGRESS

AppFoundry Enhanced Vendor info
Customers will be able access more detailed information on AppFoundry vendors.

Unified Premium Applications
Simplified integration installation and setup experience for AppFoundry integrations billed by Genesys or externally billed for a unified admin experience.

TROUBLESHOOTING

IN PROGRESS

Browser Logs
Allows for Genesys Cloud administrator to trigger browser log collection from the Genesys Cloud Admin user interface.

Config Inspector
Quick scanning capability to spot common misconfigurations and incomplete setup items

GENESYS™

*May span multiple intervals

Open Platform

API

Weave your special sauce with a world-class open library.

IN PROGRESS

Event Orchestration* BETA
Infrastructure integration responding to events from externally initiated and internally generated events to perform actions based on those behaviors.
https://genesyscloud.ideas.aha.io/ideas/OP-I-238

Limits & Quota Reporting and Alerting*
Allows Administrators and Developers to view resource limits and be notified when approaching a platform quota.
https://genesyscloud.ideas.aha.io/ideas/OP-I-236

Enhanced API Usage Reporting
Provides Administrators and Developers additional metrics and new data visualizations to gain insight into their organization's API usage
https://genesyscloud.ideas.aha.io/ideas/OP-I-265

CX as Code BETA
Open-source configuration as code for managing configuration across organizations
https://genesyscloud.ideas.aha.io/ideas/OP-I-268

Developer Center Refresh*
Improved layout, navigation, information architecture, and developer tools
https://genesyscloud.ideas.aha.io/ideas/OP-I-276

TARGET

Customer Code as Data Actions*
Make complex code more accessible for IVR integrations, this feature will allow customers to utilize their own code to be executed as a data action.

MS Azure Serverless Data Actions
Customers will be able to integrate Microsoft Azure Cloud Serverless functions into their interaction flows and scripts for more advanced business logic and automation.

Community Data Actions
To make data actions easier to implement for IVR integrations, this feature will allow the community to submit integrations that use pre-canned actions to various systems.

Developer Sandboxes*
Sign-and-drive playground environments to allow developers to quickly bring solutions to life with minimal effort or overhead
https://genesyscloud.ideas.aha.io/ideas/OP-I-309

REGION

Reach your next customer anywhere on the planet.

IN PROGRESS

EMEA (Cape Town) – Media only Satellite Region BETA
Introducing our 3rd Media only Satellite Region in Cape Town. This also provides optional geo-look-up based TURN server usage.
https://genesyscloud.ideas.aha.io/ideas/OP-I-347

FedRAMP Dedicated Region
The Federal Risk and Authorization Management Program (FedRAMP) is a U.S. government-wide program that delivers a standard approach to the security assessment, authorization and continuous monitoring for cloud products and services.
https://genesyscloud.ideas.aha.io/ideas/OP-I-170

*May span multiple intervals

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Open Platform

INTEGRATIONS
Preconfigured interfaces with exciting solutions.

DATA PRIVACY
Improved controls around personal data stored on the platform

IN PROGRESS

EventBridge *BETA*
Delivers a stream of real-time data from Genesys Cloud event sources and routes that data to targets like AWS Lambda, S3, SQS, or API destination.
https://genesyscloud.ideas.aha.io/ideas/OP-I-262

Data Actions Usage Dashboard*
Ability to see detailed operational information on your Data Actions usage, remote system response codes, and any errors
https://genesyscloud.ideas.aha.io/ideas/OP-I-973

Transcripts as Embeddable Framework Events
Providing Real-Time voice transcripts as a subscription event through applicable embedded clients

TARGET

"Delete" Data Actions
Removing the restriction on configuring data actions to use HTTP Verb "Delete"
https://genesyscloud.ideas.aha.io/ideas/OP-I-988

IN PROGRESS

Improved Data Minimization
Better controls and defaults regarding personal data stored on the platform

Reducing exports of Personal Data – Our early Schrems II response
Internal tooling for reducing export of personal data outside of originating region

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Open Platform

SALESFORCE

Focused integration capabilities for the leading CRM Platform

IN PROGRESS

Salesforce Omni-Channel Routing* BETA

Ability to use both Omni-Channel and Genesys Cloud for Salesforce routing chat interactions. Unify the distribution of work into a single ACD system, using the channels you need regardless of the system they come in on.

Transcript SDK Method

APEX class designed to fetch call transcript records and store them inside Salesforce

TARGET

Site based dialing for Campaign Management

Exposing site-based dialing for Predictive Dialer modes within the Salesforce Campaign Management feature

Salesforce Service Cloud Voice BYOT Winter

Supporting the Salesforce winter release of the new features added to the BYOT partner integration framework

LOCALIZATION

Increasing product adaptation to meet the needs of your employees and customers in additional geographies or locales.

IN PROGRESS

Hebrew language support (UI only)*

Localization of Genesys Cloud into Hebrew.

Arabic language support (UI only)*

Localization of Genesys Cloud into Arabic.

*May span multiple intervals

Unified Communications, Collaboration & Telco

GLOBAL MEDIA

Delivering experiences at the fastest possible speed through effective use of web standards.

IN PROGRESS

Global Media Fabric Phase II - Enhance Global Call Routing for Media*
Allows Orgs to leverage Genesys Cloud based media services nearest to their Sites regardless of the Org's home region.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-102

BYOC Premises Customer Hardware Solution (f.k.a. Recipe) BETA
Provides the ability for customers to source specified hardware in-country through their preferred vendor and use a downloadable software package to turn it into a physical Edge appliance.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-186

Caller ID Enhancements
More flexibility for Administrators to determine what Caller ID value will be used on interactions. Site level, Group level, and more.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-130

*May span multiple intervals

TARGET

Custom Agent-initiated Hold Music by Queue
Provides more flexible options for agent-initiated hold music by queue.
https://genesyscloud.ideas.aha.io/ideas/INB-I-641

Access to all BYOC Cloud inbound headers
Makes inbound SIP headers for BYOC Cloud calls available for retrievable within Architect flows or via Public API requests.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-167

WebRTC Media Helper Enforcement
Administrative option to require an active WebRTC Media Helper, commonly used in VDI environments for an improved audio path, in order to place or receive a call. Users without an active media helper will receive an error message to launch the helper.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-255

BRING YOUR OWN CARRIER

Enjoy the benefits of cloud without the need to rip-and-replace your contractual carrier.

IN PROGRESS

Hybrid Support of BYOC Cloud/GCV and BYOC Premises BETA
Allows Orgs to leverage multiple telephony deployment models as needed per site. An Org can use GCV for desired sites, BYOC Cloud for other sites, and BYOC Premises for other sites.
https://genesyscloud.ideas.aha.io/ideas/INB-I-184

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HYBRID TELEPHONY

* **Wave 1 Beta Underway**
  - Several Genesys partners are actively testing in their dev environment.

* **Waves 2 & 3 Planned**
  - Customer dev environments followed by production.

* **Single Org**
  - Upon GA, this feature will be available in-app to both new and existing customers.

When creating a new site or migrating an existing one, all Cloud & Premises telephony options will be available for use with automated configuration.

Stay updated on progress via our Ideas Portal linked below.

https://genesyscloud.ideas.aha.io/ideas/INB-I-184

Create New Site

Site Name

Time Zone

America/Indianapolis (-04:00)

⚠ Select 'America/New_York' instead for Daylight Saving Time.

Location

Indicates whether this site will use Genesys Cloud's cloud-based media or on-premises media appliances. This cannot be changed after initial creation of the site.

Media Model
Cloud | Premises

Create Site   Cancel

General | Number Plans | Outbound Routes | Site Links | Simulate Call

US-Indianapolis links to:

AE-
AR-
ATe
AU-

Link Site
Enabled

Connection Method
Direct

Status   Local Site Media   Local Interconnect   Remote Site Media   Remote Interconnect

Site Interconnects

Direct interface
Lan2 (WAN)

Indirect interface
None

Cloud Proxy interface
Lan2 (WAN)

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GENESYS CLOUD VOICE

Gain a seamless multi-carrier customer reach without the complexity of PBX management.

IN PROGRESS

EMEA # Availability in Americas regions
Genesys Cloud Voice will provide inbound EMEA number availability from our Americas regions. Certain usage restrictions may apply.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-170

LATAM # Availability in Americas regions
Genesys Cloud Voice will provide inbound LATAM number availability from our Americas regions. Certain usage restrictions may apply.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-158

TARGET

Americas # Availability in EMEA regions
Genesys Cloud Voice will provide inbound Americas number availability from our EMEA regions. Certain usage restrictions may apply.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-170

REGULATORY & COMPLIANCE

Be prepared for new telephony regulations that help protect your business and employees.

IN PROGRESS

Remote Agent Location Update for E911
Compliance with Ray Baum's Act providing users the ability to update their remote E911 address.
https://genesyscloud.ideas.aha.io/ideas/TEL-I-218

*May span multiple intervals

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Unified Communications, Collaboration & Telco

UCC AND MOBILE

Connecting Genesys Cloud with other useful tools, systems, services and applications.

IN PROGRESS

@ mention confirmations BETA
Provide users with a confirmation prompt when @ mentioning users to help prevent unwanted additions to chat rooms.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-321

Voicemail, Fax Emails content configuration
Ability for an administrator to update voicemail and fax notification emails to display only a timestamp.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-381

Improved External Presence Sync (Microsoft Teams, Zoom Phone, etc.)
Showing users' presence from other platforms (Teams, Zoom, etc.) in more UI locations.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-256

TARGET

Genesys Cloud Embedded for Microsoft Teams
Provide a version of the Genesys Cloud Embeddable Framework that can be used within Microsoft Teams.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-256

Voicemail Transcriptions for Business Users
Provide business users with optional email transcriptions of received voicemails.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-499

Ability to prevent call alerting for users actively on another call
Allow administrators to set a voice call alerting limit for users. Prevents alerting and distraction when users are already engaged on the desired number of calls. This work is part of multiphased approach as outlined in the idea.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-316

Presence View within the Communicate App
Provide ability for mobile users to view presence from within the Communicate App.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-165

*May span multiple intervals

GENESYS

Workforce Engagement

EMPLOYEE PERFORMANCE

Cultivate the growth of your employees in the contact center by giving them access to real time and historical performance data as well as the tools necessary to be coached, upskilled and mentored and enabling managers to take actions to develop their employees, recognize great performance and share best practices.

IN PROGRESS

Gamification Profiles
Define custom Gamification Profiles for various groups within your organization to select different KPIs to measure for different groups of agents.

External Metrics in Gamification
Ability to perform Gamification / Performance Management on metrics that are external to Genesys Cloud such as sales, lead or NPS data. This data will be brought in through APIs and added as additional metrics within one or more Gamification Profiles.

WEM Upgrade Add On
Add Learning Modules and Gamification / Performance Management to the WEM Upgrade Add on for GC1 and GC2 customers.

Learning Modules with Assessment BETA
Create Learning Modules with an Assessment to assess the agent's knowledge on the content within the module. Assessments can contain Multiple Choice, Yes/No and Free Text questions. Based on the responses, Agents can be assessed with a Pass or Fail.

Improved User Experience for Coaching
Updates to the Coaching Appointment details to make creation, changes and navigation easier.

Reset and Re-Assign Modules
Clear assessment data and completion status to reset a module to assign the latest version. Re-assign a module for assessments that need to be taken again.

TARGET

Gamification Metrics by Media Type or Queue
For metrics in Gamification, decide which media types and or queues should be measured for the metric.

Speech and Text Analytics Topic Metrics in Gamification Scorecard
Ability to add metrics related to the detection of Topics in the Agent Scorecard. This allows assessing ongoing performance based on what the agent said or typed in the interaction.

Archive and Un-Archive Modules
For modules no longer in active use, archive them so they don't clutter views and can no longer be assigned.

*May span multiple intervals

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IMPROVED USER EXPERIENCE FOR COACHING

* **Added flexibility:** Create Coaching from the Profile Card, Development tab or an Interaction

* **Improved visibility:** See the Agent and Facilitator Schedule to find an Optimal Time Slot

* **Increased Access**: Easily access attached Interactions, Documents or External Links

Workforce Engagement

RESOURCE MANAGEMENT

Balance the needs of a diverse workforce with the workload fluctuations of your business.

IN PROGRESS

Time Off: Capacity Limits & Auto Approval
Create time-off plans and configure auto approval rules based on MU level limits. Improved web and Tempo mobile time-off request UI showing waitlisted days, days filling fast as well as the agent's position on the waitlist for individual time off requests.

Forecasting: Theta Method
Theta method added to the Automatic Best Method, AI Forecasting method library

Forecasting: Ensemble Method
New Ensemble method to be added to the Automatic Best Method, AI forecasting library. The Ensemble method will be selected if multiple forecast methods, equally weighted, will provide a better result than a single method.

Adherence: Notification Permission*
Ability to set whether agents receive out of adherence notifications

Update Schedule Warning Severities*
Enable users to configure "customized" severity levels for schedule violations. Categories: Error, Warning, Informational, Ignored.

Scheduler to create more even coverage when no forecast available*
Use median shift length and staggered start times for flexible shifts when no forecast is available.

Scheduling: Enhanced Shift History*
Improve the shift history view in the schedule UI to display historical changes between published schedule saves.

Scheduling: Agent Home Schedule Tab*
New schedule view for agents fully integrated into Agent Home. Improved usability for viewing schedules, submitting time-off requests, trading shifts and external calendar synch.

Tempo: Shift Trading*
Add shift trading to the Tempo mobile app

TARGET

Tempo: Enable Late Notification
Enable agents to notify their supervisor that they will be late via their Tempo mobile app with a press of a button. Supervisors will see the impact lateness has on the schedule view and be able to determine if that lateness will impact the agent's adherence.

Time Off: HRIS System Integration for Balances
Connect to external HRIS systems such as Workday for balance approval when time-off requests are submitted from WFM.

Audit: Time Off, Shift Trading & Configuration
Round out audit capabilities in WFM with coverage for all modules.

Historical Shrinkage Reporting
Configure, view and export historical scheduled shrinkage and actual shrinkage information by hours or percentage.

*May span multiple intervals

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TIME OFF: CAPACITY LIMITS & AUTO APPROVAL

* **Configure Limits & Auto Approval Rules:** Admins can set time-off limit hours hours per day per management unit, view allocated and waitlisted hours and set auto approval rules by activity code.

* **View Limits and Waitlist When Creating Time-Off Requests:** Employees gain visibility into which days are available, filling up or have waitlists and can see waitlist position when submitting a time-off request.

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Workforce Engagement

QUALITY ASSURANCE AND COMPLIANCE

IN PROGRESS

Customer Sentiment in Agents, Queues and Flows Views
Report on the number of positive or negative customer sentiment events by Agents, Queues or Flows.

Topic Trend Views
Report on the number and percentage of interactions where specific topics were detected to understand what's happening within the contact center.

Content Search with Topics
Search for interactions based on Detected Topics, instances of Overtalk or percentage of the all with Customer Talk, Agent Talk or Silence.

WEM Upgrade Add On
Add Speech and Text Analytics to the WEM Upgrade Add on for GC1 and GC2 customers.

BETA

Interaction Search with Recording and Evaluation Filters
Search for interactions that were recorded or evaluated and include evaluation information in results.

Sentiment Analysis Feedback
Ability to provide feedback on what phrases are positive, negative or neutral to improve Sentiment Analysis.

Acoustic Analysis Information in Details Tab
View information about percent of time with silence, overtalk, customer or agent talk, hold and IVR or queueing times.

Refined Access Control to Recordings
Limit access and playback of portions of a recording based on User or Division.

Evaluations Widget in Agent Activity
Adding a widget to Agent Activity to provide the agent with information on Evaluations.

TARGET

BETA

Move Email, Chat and Messaging Content to Transcript Tab
All digital content will be moved to the Transcript tab. Also, Sentiment and Topics events will now be shown throughout Digital Interactions.

Screen Recording with Web Browser
Enables Screen Recording of the Agent's entire desktop without the need to also launch the Genesys Cloud client application.

Evaluation Assistance
Minimizes effort for evaluators by automatically answering questions in forms based on Topics detected by Speech and Text Analytics.

Support AWS Key Management Service for Recordings
Enables bring-your-own encryption keys using AWS KMS.

GENESYS

TOPIC TRENDS VIEW

View changing trend on detected topics across portions of the contact center, so that you can see changes in the business and begin to pinpoint issues that need to be addressed
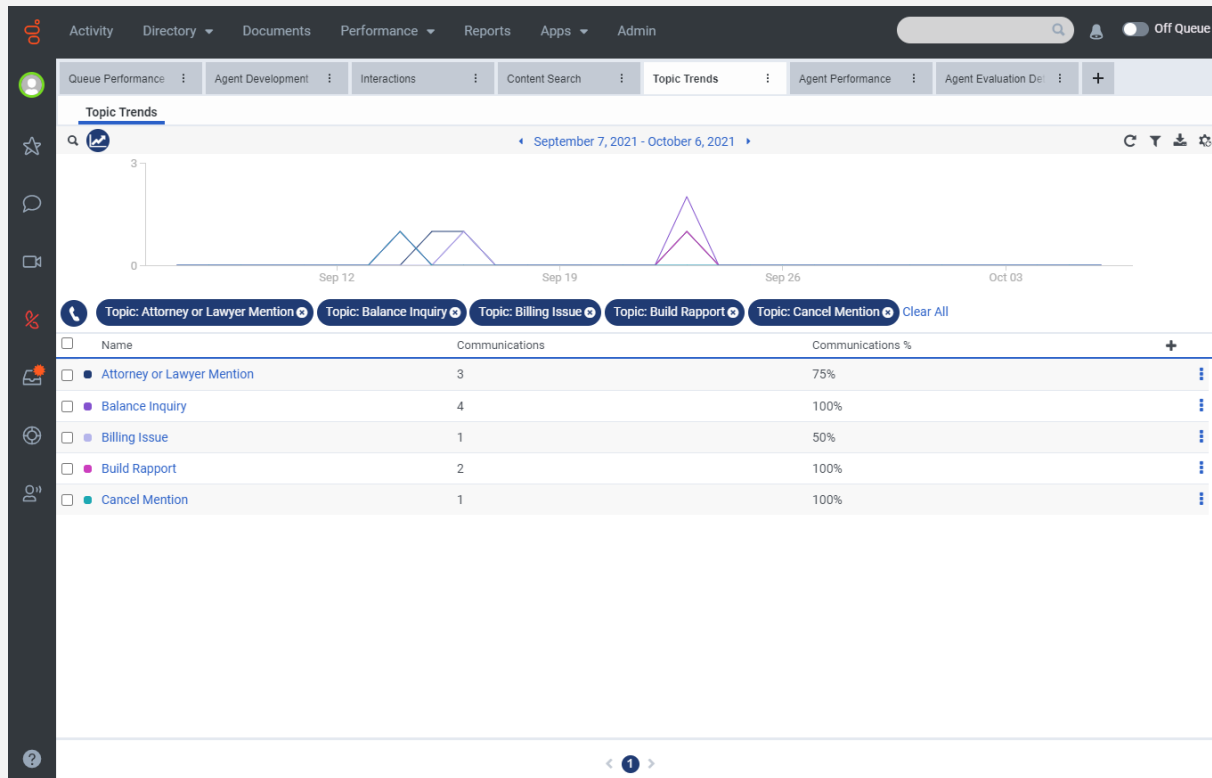
Analytics

Get a complete picture of performance - real-time and historical - with flexible views, comprehensive metrics and actionable insights

IN PROGRESS

Views

Tabbed Workspace Interface*
Navigate analytics views via configured tab.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-848

PII Masking
Provide PII Masking for ANI and DNIS in the Views, Dashboards and Exports
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-788

Milestones Reporting
Provide Flow Outcome Milestone Reporting in existing Views and add additional Views
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-34

Multi-Select Media Type Views*
Multiple media type selection in Aggregate Views.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-832

Outbound E-Mail Campaign Reporting
New outbound email interaction columns and filters for Interactions Views and Exports.
https://genesyscloud.ideas.aha.io/ideas/OTB-I-71

External Contact and Org Reporting *BETA*
Add columns and filtering for External Contacts and Orgs in Interactive Views
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-828

Routing Requested Details *BETA*
Update numerous views to provide routing information and filter on routing method
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-830

Additional View and Export Enhancements
Add columns and filters for items like divisions for callbacks, agent not responding, queue and agent performance. Add Avg Duration metrics for HOLD and ACW by Interactions.

Alerts

Alerting Refactor*
Refactor the alerting service for real-time.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-680

AI

Agent Assist - Voice *BETA*
New views to support Agent Assist for voice

Predictive Engagement – Summary Views *BETA*
New summary views to show Action Maps, Outcomes, & Segments

Operational Bot Reporting
Access bot data through Genesys Cloud analytics

WEM

WEM: Customer Sentiment *BETA*
New columns to display customer sentiment in the Agents, Queues, and Flows views.

WEM: Topic Trends and Search
New summary and detail views to display customer topic trends and ability to search by topic

Agent Development Tab Enhancements
Provides aggregate and detail level data on agent development activities with division awareness and for new development types (assessments & learning with assessments)

*May span multiple intervals

GENESYS™

Analytics

TARGET

Views

My Interactions View
Agent view for only their own interactions.
https://genesyscloud.ideas.aha.io/ideas/WEM-I-396

Inactive User Reporting*
Ability to run historical agent performance reports for inactive users.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-216

Dashboard Improvements*
Enhancements to our dashboard views, including a Tabular view, the ability to cycle through multiple dashboards automatically, modifications to filter options, and configuration options for font, alerts, colors, etc.

WEM

Content Search: Filter by To/From
New filters for To and From. New columns for To, From, and Subject.

Content Search: Recording & Evaluations
Additional filters for Recorded, Created, and Scored. New columns for Evaluation Created, Score, and Critical Score, Evaluator, and Evaluated Agent.

AI

Predictive Routing: A/B Reporting*
Export views to compare metrics across Predictive Routing A/B Tests.

*May span multiple intervals

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Self-Service & Automation

INTEGRATIONS
Promoting open growth at the rate of emerging advancements, tools, and trends.

IN PROGRESS

Nuance Mix Digital* BETA

Integration to Nuance Mix
providing NLU Bot functionality for SMS, Messaging
and Web Messaging channels.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-349

Nuance Mix Voice* BETA

Integration to Nuance Mix
providing NLU Bot functionality for Voice.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-350

AudioHook BETA

Stream voice to any 3rd party for analysis to
support multiple monitoring use cases in parallel,
for example; Voice Biometrics and Recording.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-353

TARGET

Bot Connector Voice*

Enabling vendor agnostic integration to any
Virtual Assistant for Voice. Ability to bring custom
build bots or integrate to niche vendors.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-308

SECURITY
Providing a high level of security and regulations
compliance and is continually developing solutions
towards that end.

IN PROGRESS

FedRAMP*

Compliancy with Federal Risk and Authorization
Management Program and confirmed impact level.

*May span multiple intervals

GENESYS™

Self-Service & Automation

ARCHITECT

Craft your customers' first-impression interactive experience.

IN PROGRESS

In-Queue Flow Support for Digital Channels*
Email, Messaging, SMS or Web Messaging In-Queue flows which periodically run a process for digital interactions e.g., check position in queue and notify customer.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-361

Collect Voice Snippet Action*
Collect a short snippet of customer audio during a Voice flow. Use cases include; Survey and Voice Biometrics and Voicemail capture.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-172

Voicemail Flows*
New Architect flow type to allow for custom voicemail routing.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-170

TARGET

Emit Node Data for Flow Trace*
Expose Architect node data to AWS EventBridge so it can be accessed later for analysis.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-357

Flow Trace for Debug*
Interact with a flow and output a trace to see the detailed status of associated variables at each point of the flow
https://genesyscloud.ideas.aha.io/ideas/SSA-I-317

Architect Comments
Add a comment to an Action within Architect to provide other users with details about the flow.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-340

*May span multiple intervals

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ARTIFICIAL INTELLIGENCE: VALUE DELIVERED

- Leverage existing data

- Extract objective and valuable insights easily to understand customers

- Detect behavioral patterns & trigger next best action

- Deliver empathy by personalizing experiences at scale

GENESYS

Why is Genesys AI Different?

Turnkey AI capabilities
- Scale and support real-time customer experiences
- Intuitive and user-friendly
- Outcome prediction to optimize for key KPIs
- Digital & AI event orchestration

Rich, actionable insights
- Genesys and AppFoundry (3rd party data) can be quickly ingested and activated across Genesys suite
- Genesys data is AI-ready

Integrated across Genesys Suite
- Map and orchestrate customer journeys across Genesys suite easily
- Access wealth of Genesys AI-driven data and insights to personalize experiences at scale
- Optimize workforce management

GENESYS™

Digital & AI Event-Driven Orchestration
"Connecting the Dots"

Artificial Intelligence

PREDICTIVE ENGAGEMENT
Engaging the right customers at the right time

IN PROGRESS

Audience Size Estimator
Display insights on the
volume of qualifying actions an individual action
map may generate based on segments.

Bold 360 integration
Triggering Bold 360 chats using action maps and
surfacing customer journey context on Bold
desktop.

BETA - COMING SOON

Customer Journey Visualization
Unifying and visualizing the engagements
of customers across different channels and delivered
in real time on the agent desktop.

Single Snippet with Content Offers
Engage with customers using contextual static
content offers triggered by an action map.

Non-Offer Action States
Understand why qualified actions may not be
offered to users on your website.

No Code Configuration
Tracking specific web activity without needing a web
developer.

TARGET

Bot flow integration
Trigger bot flows from within predictive engagement and utilize
journey data within bot flows.

Bot Events in Customer Journey Visualization
Showing voice and chat bot customer engagements on Customer
Journey tab for Genesys Cloud agents.

3rd Party Segmentation
Ability to utilize customer segmentation information from external
systems to drive engagements and orchestration

Additional Resources

Predictive Engagement Demo
Shaping customer journeys with Predictive Engagement

GENESYS™

Audience Estimator

UNDERSTAND POTENTIAL AUDIENCE OF AN ACTION MAP

Displays estimates for the potential reach of an action map. Helps as you build out your proactive campaigns to quantify different audiences.

Enhanced Predictive Engagement Configuration

Providing visibility into how an action map configuration will impact volume of predictive engagements

GENESYS™

Customer Journey Visualisation

EMPOWERING AGENTS TO UNDERSTAND THE CUSTOMER JOURNEY ACROSS CHANNELS

Built on the underlying customer identities within external contacts, these visualisation enable agent to understand both real time interactions and also see a rich history of interactions – helping to deliver empathetic experiences to your customers.

New visualisation to deliver the 360 view of the customer

Provide more context to agents about customer behavior not just on the website but across all customer touchpoints.

GENESYS

Artificial Intelligence

CHAT BOTS AND VOICE BOTS

Capturing your customers wants as proof you are absorbing what they really need.

DELIVERED

Multi Language Support* BETA
Support for Spanish, French, German and Italian in Dialog Engine Bot Flows on voice and digital channels.

Bot Performance Reports BETA
Access bot data through Genesys Cloud analytics. Get a direct comparison on all bots

Rich Media - Quick Replies
Configure quick replies in digital Dialog Engine Bot Flows to guide your customers easily towards their goals.

Global Slots
Easily manage slots with the ability to create a slot once and use it across multiple intents and allow bot authors to built slot only use cases, for example, asking for identification and verification information.

Knowledge Bots
Create and edit FAQ bots for bot voice and digital using Genesys Knowledge Base

IN PROGRESS

Pre-Recorded Prompts
Pre-recorded prompts allows bot authors to configure recorded prompts to provide your own voice over brand

Multi Language Support*
Support for additional languages in Dialog Engine Bot Flows on voice and digital channels.

Bot Session Viewer 2.0
Visualise and understand how bots interact with users along with insights into problem areas.

TARGET

NLU Tuning and Simulation
View performance and tune your bots using a simulator to compare performance of your NLU model to understand if changes have a positive impact.

Bot Authoring Help
Use AI to help bot author build superior NLU models, for example: automatically recognize slots or provide real-time feedback when building intents and utterances.

Dynamic Slot Types
Use data from backend systems to drive slot type values saving bot authors time to manual configure and allows bot to select slot values that are specific to the current bot user.

*May span multiple intervals

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Insights with Bot Performance Reports
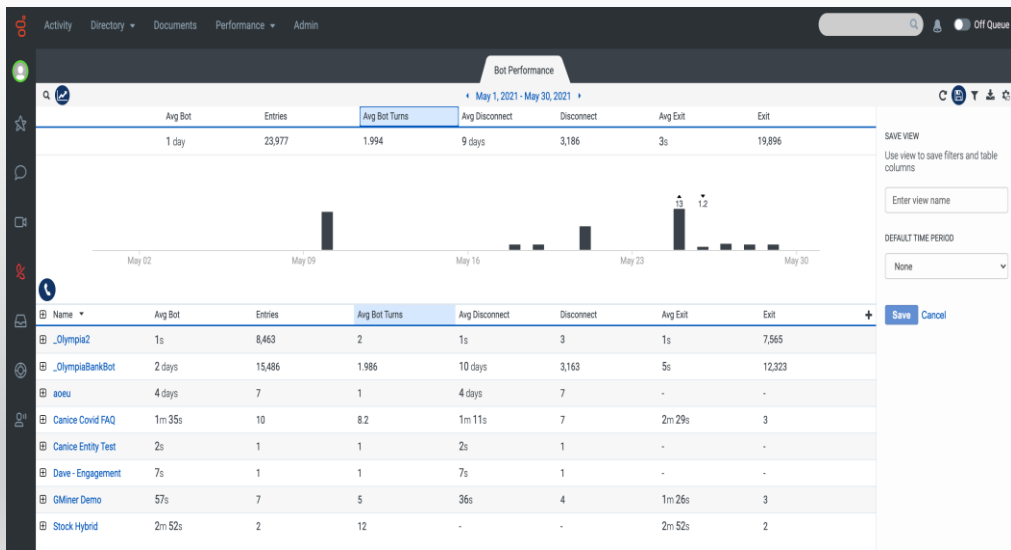
EMPOWERING BOT AUTHORS TO UNDERSTAND HOW THEIR BOTS PERFORM IN TESTING AND PRODUCTION

Users will be able to:
- Access bot performance report through Genesys Cloud analytics
- Do a direct comparison on bots using the same information with this report, e.g. build a Dialog Engine Bot Flow bot and a DialogFlow bot, test the bots and compare.

New Tool giving Bot Authors Performance metrics of their bots

Comparison view of all bots

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Insights with Bot Session Viewer 2.0

EMPOWERING BOT AUTHORS TO UNDERSTAND HOW THEIR BOTS PERFORM IN TESTING AND PRODUCTION

View and listen to conversation between your bot and end customer
- View customer utterances
- Listen to session recording
- Evaluate Outcomes
- Filter by Action Blocks
- View NLU performance

New Tool giving Bot Authors deep insights into their Bot performance

Granular view of customer interactions with your Bot
No code environment, data readily available in consumable format.

GENESYS

Artificial Intelligence

AGENT ASSIST

Use AI to empower agents and improve KPIs and business outcomes

IN PROGRESS

Google CCAI Agent Assist: Knowledge Surfacing for Voice
Empower agents by serving up relevant, real-time knowledge suggestions and a real-time transcription

TARGET

Smart Advisor in DX
Empower agents by serving up relevant, real-time knowledge suggestions on messaging channels

NEXT YEAR

Knowledge Surfacing for Digital
Serve up contextual knowledge suggestions to better assist agents on the job on messaging channels

Interaction summarization
Capture a templated summary of an interaction as a framework for automatic note taking

Entity and Key Phrase Extraction
Automatically capture notes for agents, by extracting entities and key phrases from conversations in real-time

ⴔ GENESYS™

Digital

WEB MESSAGING

Improve customer service with asynchronous communications.

DELIVERED

Web Messaging Channel
Adds support for a new asynchronous web messaging channel.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-109

Inbound and Outbound Image Transfer
Adds support for customers and agents to send images via web messaging channel.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-17

IN PROGRESS

Typing Indicators*
Agents and End-Users are informed when the other participant is typing.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-112

Custom Participant Data
Allows businesses to pass custom data from the web page into the web messaging conversation to customize interaction routing and business logic.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-133

Authenticated Web Messaging*
Allows businesses to reserve Web Messaging to authenticated users and enrich the journey context for a more personalized customer experience.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-607

TARGET

Welcome App for Visitor Qualification*
Conversational experience to capture identity attributes (like name, email…) to better qualify anonymous visitors
https://genesyscloud.ideas.aha.io/ideas/DIG-I-124

Asynchronous Notifications*
Enables businesses to notify end-users about important or unread messages from the brand.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-122

Video attachment over Web Messaging*
Adds support for video attachments via web messaging channel.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-509

Hi there 👋

Thanks for reaching out!

I'm looking for a wheel replacement

GENESYS™

Digital

MOBILE MESSAGING AND MESSENGER APPS

Customizable web apps and mobile SDK to engage with your customers on-line.

DELIVERED

Web Messenger App
New Web Messenger client to engage with customers on web and mobile browsers.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-608

Messenger - Admin UI*
New Admin UI to customize the Messenger experience for customer engagement.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-107

Messenger - Quick Replies
Messenger support for Quick Replies, as subset of broader Rich Media support in Messaging platform.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-157

IN PROGRESS

Native Mobile Messenger SDK*
Mobile SDK (iOS & Android) to add Messenger into native mobile apps for customer engagement.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-13

Co-browse App*
Offer a new Co-browse solution from Genesys Cloud Digital, available via Messenger.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-605

Messenger - Cards
Expand on more Rich Media templates like Cards for an improved end-user experience.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-156

Knowledge Search App*
New Messenger App to expose self-serve Knowledge Search: end-user can search for Articles without having to start a conversation.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-131

TARGET

Messenger - Carousels
Expand on more Rich Media templates like Carousels for an improved end-user experience.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-158

Video-Chat App*
Offer a new Messenger App for brands to engage with end-users over video, to create more empathic connection and quickly converge to resolution.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-152

*May span multiple intervals

Digital
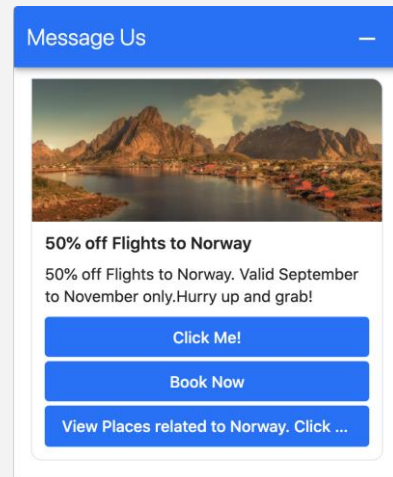
CANNED RESPONSES
Improve agent efficiency and message consistency.

IN PROGRESS
Inline Images for Canned Responses
Adds support for inserting inline images directly into canned responses.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-412

TARGET
Segment Canned Responses by Queue*
Enhances usability of canned responses by giving the option to restrict their visibility to specific queues.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-413

EMAIL
Enhance channel tools and capabilities to give your customers richer, more relevant communications.

IN PROGRESS
Agentless Email (Outbound)
Creates public APIs to enable sending outbound emails via 3rd-party services.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-837

TARGET
Auto-include Email History
Changes the default behavior to include previous email thread history with replies.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-708

Outbound Attachment Size Limits Removed for SMTP Integrations (Contact Center Emails)
For customers using an SMTP integration, we will allow you to remove the 10mb attachment size limit that exists today, so you may send attachments based on your SMTP capabilities.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-259

Email Signatures*
Allow customers to configure email signatures that will be automatically added to emails.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-239

MONITORING
Streamline activities that help with training, QA, and real-time agent assistance.

TARGET
Real-time Digital Monitoring*
Allows supervisors to oversee the digital interactions (web messaging, messaging, SMS) of their agents.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-925

*May span multiple intervals

GENESYS

Digital

MESSAGING

Connect with your customers on their preferred channels.

IN PROGRESS

Proactive Outreach: WhatsApp Notifications API* BETA
Send WhatsApp Template Messages from Flows, Integrations and Data Actions for IVR deflection and proactive outreach use-cases.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-295

Instagram Direct Messages Support*
Receive and send ACD messages with Instagram Direct Messaging via Facebook Messenger Platform.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-912

Rich Media – Cards
Expand on more Rich Media templates like Cards and Carousels for an improved end-user experience.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-156

TARGET

Rich Media - Carousels
Expand on more Rich Media templates like Cards and Carousels for an improved end-user experience.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-156

WhatsApp Phone Number Migration
Migrate WhatsApp numbers from another WhatsApp Business API Provider to Genesys.
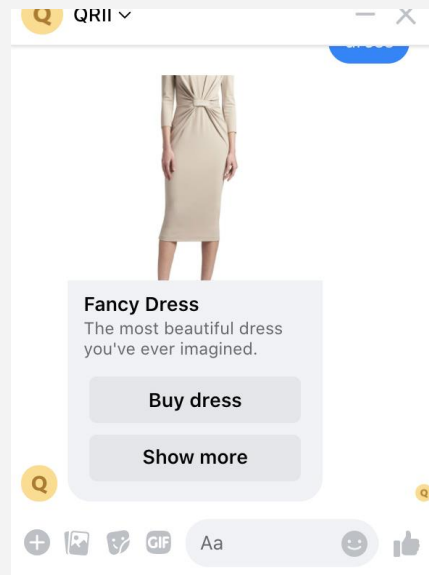https://genesyscloud.ideas.aha.io/ideas/DIG-I-770

Agent Messaging "On Behalf of Queue" Phase 1*
Agent-initiated Messages sent on behalf of an ACD Queue, including proactive WhatsApp messages.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-523

BETA IN NOVEMBER

*May span multiple intervals

Digital

PUBLIC SOCIAL

Engage with your customers on your social properties.

TARGET

Public Social Engagement*
Enable customers to engage with and support their end-customers via public posts & comments on their social properties.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-75

SMS

Connect with customers on the device they always have with them, their phone.

IN PROGRESS

US & Canada MMS Enhancements
Inbound MMS for US and Canada TFNs and US Short Codes. Adding outbound MMS for agents.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-535
https://genesyscloud.ideas.aha.io/ideas/DIG-I-510

US 10DLC Support
Brand and Campaign (SMS Program) Registration with the major US Wireless Carriers.

TARGET

SMS Delivery Status Information
Adds support for Genesys Cloud ingestion of Mobile Carrier Delivery Receipts for enhanced SMS reporting.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-754

Bring Your Own SMS Broker*
Added support to allow customers to bring their own SMS broker.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-250

OPEN MESSAGING APIS

Leverage asynchronous ACD capabilities with 3rd party systems.

IN PROGRESS

Open Messaging API – Phase 2
Adds message receipts, conversation attributes, metadata, HTTP headers, conversation ID, and other enhancements.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-769

TARGET

Rich Media for Open Messaging API*
Open Messaging support of common Rich Media such as Quick Replies, Cards and Carousels for Bots.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-773

*May span multiple intervals

GENESYS

Digital

EXTERNAL CONTACTS

Create true omnichannel and personalized experiences for your customers.

IN PROGRESS

Analytics – Filters and columns for external contacts BETA

Enhance analytics views by providing filters and columns for external contacts.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-828

Identity Stitching*

Contacts will be automatically created for incoming interactions, form fills or web visits, making it easier for agents to create new contacts, view omnichannel customer journey and for supervisors to get contact-centric analytics across channels.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-633

External Contact

EXTERNAL CONTACT

Filter by External Contact 🔍

EXTERNAL ORGANIZATION

Filter by External Organizati… 🔍

	Users	External Contact	External Organizat…
💬	Aaron Johnson	Carroll, Louis	ACME
📞	Francesca Lee	Rose, Dave	-

TARGET

Contact Merging

Enrich customer data with the ability to merge related contact profiles and journeys into one.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-319

Contact Linking and Interaction History Enhancements for Async Channels*

Provide the ability to automatically link a contact when an asynchronous interactions begins and displays self-service interactions in interaction history.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-641

*May span multiple intervals

Customer Context for Agents

Context for Agents

EMPOWER AGENTS WITH CUSTOMER INFORMATION AND A VIEW INTO THE CUSTOMER'S PREVIOUS AND ONGOING TOUCHPOINTS. NO CONFIGURATION REQUIRED.

Automatically capture and present agents with customer profile and all previous and ongoing touchpoints across channels

Get additional value with web activity or custom events by leveraging Genesys Predictive Engagement

Customer profiles & journey for agents

Automatic creation of customer profiles

Automatic capture and presentation of previous and ongoing touchpoints across channels

Digital

AGENT UI

Continuous improvements for greater agent experience and efficiency.

IN PROGRESS

Informative Conversation Roster BETA
Re-designed conversation roster to allow agent at-a-glance view of real-time activities and alerts across multiple simultaneous interactions.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-812

Conversation Detail* BETA SOON
At-a-glance view of contact and contextual conversation participant data for all interaction types.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-810

Default Panel Selection
Allow admin to configure the default right-hand panel displayed during agent interactions, per interaction type.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-378

Default Contextual Panel

Set the starting contextual panel for each new interaction, per interaction type.

Voice

| Profile | ⌄ |

Chat

| Script | ⌄ |

Email

| Canned Responses | ⌄ |

Callback

| No Panel Selection | ⌄ |

TARGET

Agent UI Framework Refresh
Enhance agent UI framework to optimize real-estate usage, panel management, consistent interaction controls, and modernize look and feel.
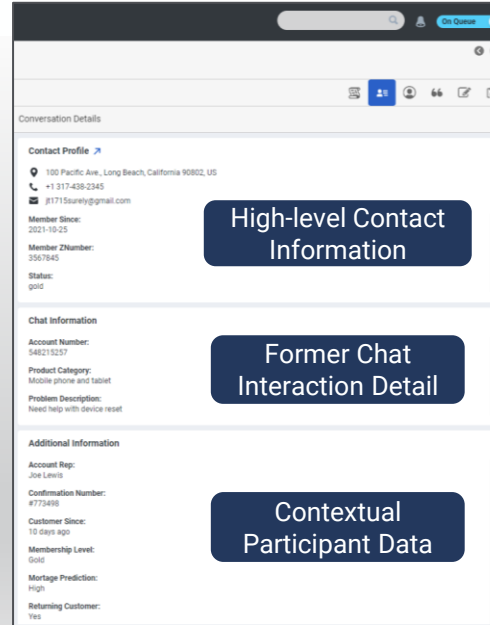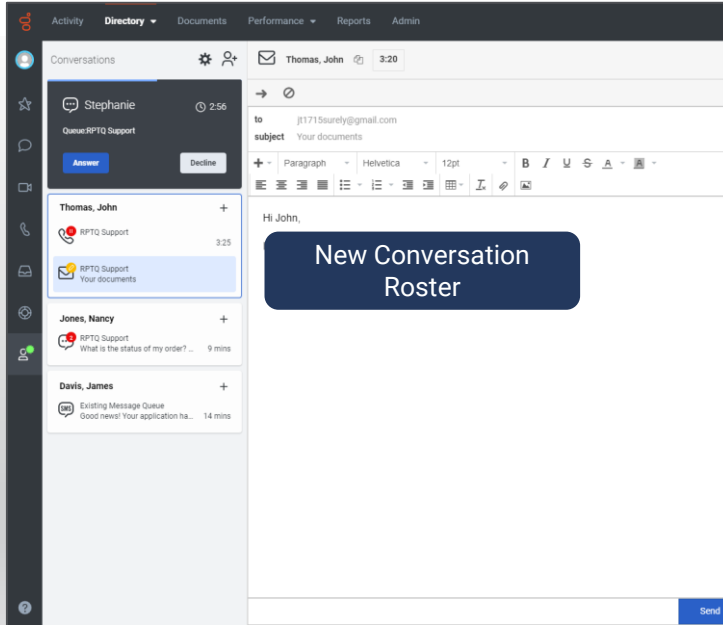
Interaction Alert Enhancement
Add contextual conversation participant data to Alert toast.
https://genesyscloud.ideas.aha.io/ideas/DIG-I-813

*May span multiple intervals

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Agent UI Evolution

New Conversation Roster

High-level Contact Information

Former Chat Interaction Detail

Contextual Participant Data

New Conversation Roster and Conversation Details

FOCUS OMNICHANNEL AGENT EXPERIENCE WITH CONTEXTUAL INFORMATION TO PROVIDE PERSONALIZED SERVICE

Improved Agent UI

Give agents the right information at their fingertips

Inbound

ROUTING AND SUPERVISOR TOOLS

Connect the best customers, with the best agents, to deliver the best moments across every channel & enable front-line leadership to be better coaches.

IN PROGRESS

Coaching: Voice UI Support* *BETA – COMING SOON*
Provide supervisors & administrators the ability to 'whisper' to agents while they speak with customers.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1237

Barge-in: Voice-API Support* *BETA – COMING SOON*
Provide supervisors and administrators the ability to join into an active conversation between and agent and a customer.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1237

Participant Data Endpoint
New endpoint to deliver all custom attributes for a conversation in real-time.
https://genesyscloud.ideas.aha.io/ideas/INB-I-340

Granular Agent Utilization
Ability to further segment Utilization by provider type.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1007

Work Item Routing*
Allows third party objects like cases, tickets, and other work items/events that are not conversations to be routed through Genesys Cloud.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1020

ACW for All Channel Types*
Ability to configure Timed ACW for chat, email, callback and messages.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1302

Dynamic Group Ring membership
Ability to leverage Dynamic Groups to set Ring membership in Bulls Eye Routing.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1302

Routing Insights and Analytics *BETA*
Provide customers with more data to be able to better understand routing decisions.
https://genesyscloud.ideas.aha.io/ideas/ANLS-I-830

Column Name	Definition
Routing Requested	Indicates which routing method was originally requested as the interaction reached the queue
Routing Used	Indicates which routing method was used to route an interaction based on queue settings
Agent Bullseye Ring	Indicates the ring an agent is specifically assigned to if setup that way
Bullseye Ring	Indicates which bullseye ring the interaction was answered in
Preferred Rule	Indicates what rule the preferred agent was in
Skills-active	Skills remaining on the interaction used for routing
Skills-removed	Skills removed from the interaction through bullseye ring settings

*May span multiple intervals

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Inbound

ROUTING AND SUPERVISOR TOOLS

Connect the best customers, with the best agents, to deliver the best moments across every channel & enable front-line leadership to be better coaches.

TARGET

Barge-in: Voice-UI Support
Provide supervisors & administrators the ability to join into a conversation between and agent and a customer via Interaction Details view.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1237

ACD Conference*
Ability to add new participant to existing ACD interactions
https://genesyscloud.ideas.aha.io/ideas/INB-I-187

Monitor/Coach/Barge: Persistent Connection*
Provide supervisors & administrators the ability to stay engaged with every new call presented to an agent.
https://genesyscloud.ideas.aha.io/ideas/INB-I-1033

New Routing Methods:
Absolute-Priority & Proficiency-based Routing
Additional routing methods to enable better outcomes for user. These routing methods will target interaction priority and agent proficiency in their decision making.
https://genesyscloud.ideas.aha.io/ideas/SSA-I-180

ACD Call Interruption
Ability to control agent experience by enabling the blocking of non-ACD calls when agents are on ACD calls.
https://genesyscloud.ideas.aha.io/ideas/UCC-I-316

*May span multiple intervals

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Inbound

AI-POWERED PREDICTIVE ROUTING

Match customers to the most suitable agent to improve outcomes and performance.

IN PROGRESS

Customer Surplus support
Improve outcomes by selecting the best waiting interaction for agents coming available.
https://genesyscloud.ideas.aha.io/ideas/AI-I-52

Respect Skills
Allow mandatory skill requirements to be enforced on Predictive Routing queues.
https://genesyscloud.ideas.aha.io/ideas/AI-I-55

Ongoing value monitoring
Evaluate long term value by splitting interactions between predictive and standard routing on an ongoing basis.
https://genesyscloud.ideas.aha.io/ideas/AI-I-58

Predictive Routing for Email
Route emails to the agent most likely to improve a target business outcome.
https://genesyscloud.ideas.aha.io/ideas/AI-I-59

Predictive Routing for Messaging
Route messages to the agent most likely to improve a target business outcome.
https://genesyscloud.ideas.aha.io/ideas/AI-I-59

TARGET

Explain AI routing decisions
Provide transparency on the data used in making routing decisions using AI.
https://genesyscloud.ideas.aha.io/ideas/AI-I-60

Customer profile data
Configure Predictive Routing to use customer data from external systems in routing decisions.
https://genesyscloud.ideas.aha.io/ideas/AI-I-61

Outbound

PROACTIVE ENGAGEMENT CAMPAIGNS

Orchestrate intelligent outreach for the right moment.

IN PROGRESS

BETA – COMING SOON

Outbound E-mail Campaigns
This feature will allow administrators to create a new type of campaign that will send e-mail. Users will be able to create a template that will pull in contact list data to dynamically create the message body.
https://genesyscloud.ideas.aha.io/ideas/OTB-I-71

Agent Owned Callbacks
Provides the ability for an agent to own a callback for a specific amount of time configured by the admin. This will include enhancements to the existing scheduled callbacks view that can be used to view/modify these callbacks
https://genesyscloud.ideas.aha.io/ideas/OTB-I-189

Data Action Pre-Call\Post-Call Rule Action
This feature will allow admins to use a data action as a rule "output". For example, customers will be able to write a wrap code to an external database after each interaction.
https://genesyscloud.ideas.aha.io/ideas/OTB-I-432

Outbound Digital Campaign Schedules
Enables campaign scheduling features for SMS and Email Campaigns
https://genesyscloud.ideas.aha.io/ideas/OTB-I-118

Increasing Scale
Working behind the scenes to help prepare Genesys Cloud for handling larger customers and the associated throughput and object count.

Outbound

PROACTIVE ENGAGEMENT CAMPAIGNS

Orchestrate intelligent outreach for the right moment.

TARGET

List Management Enhancements: Re-sort a Contact List While the Campaign is Running
Allow users to re-sort records in a contact list while a campaign is running without requiring a recycle. This will be triggered by a change in the sort or the addition of new records to the list.
https://genesyscloud.ideas.aha.io/ideas/OTB-I-124

Outbound Digital Campaign Rules
Enables campaign rule functionality for SMS and Email Campaigns
https://genesyscloud.ideas.aha.io/ideas/OTB-I-122

Contact List Creation Tool
This feature would allow users to use a filter to select records from uploaded data and create a new list as the output.
https://genesyscloud.ideas.aha.io/ideas/OTB-I-17

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Thank you

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