

MODERNIZATION OF ARCHITECT UI

Phase 1



Introduction

Architect is a powerful flow authoring tool and has been for many years, but was originally designed for technical users. This new objective makes the user experience more intuitive, redesigns Architect into a tool that suits all types of user backgrounds, and contains foundational changes that set the stage for future improvements. The improvements center around these areas:

- Architect landing page
- Left/right side menu options
- Task and state editor
- Modals
- Updated iconography
- Updated drag and drop area

This initiative does not change Architect functionality for flow designers! Existing navigation to favorite menus and toolbox and panel locations remain the same. You can perform the same actions as you could before the Architect UI refresh.



OVERVIEW OF CHANGES



Landing page

BEFORE

Squared look and feel buttons, wider table rows, hidden page navigation

Architect

Alex Vaiga

Flows: Inbound Call

Prompts

+ Add

Open

Delete

Unlock

Versions

Refresh

Search flows

Name	Locked	Checked in	Published	Division	Description
✓ tscTestPizza	Stephen Collins	3.0	3.0	Home	
✓ _Colin	David Gilhooley	1.0		Home	
✓ _JamesPetShop		8.0	5.0	Home	Voice bot for ordering pet things
✓ _quicken_message_flow	Pat Donnellan			Home	
✓ _test_cal	Pat Donnellan			Home	
✓ _Test_dave	David Gilhooley			Home	
✓ _Test_Dave_2	David Gilhooley			Home	
✓ abc		1.0		Home	
✓ agentscore	Scott Bauer			Home	
✓ AirBnb-Ganal	Canice Lambe			Home	
✓ AlesCall	Jim Ulyot	3.0	3.0	Home	
✓ AndrewTest		2.0	2.0	Home	
✓ Archy Hello World		1.0	1.0	Home	
✓ Axa Chinese	Canice Lambe			Home	

Page

1

of 5

50

items per page

(0 selected)

AFTER

Sleek round edges design, prominent checkboxes and informative page navigation

Architect

Alex Vaiga

Help

Flows: Bot Flow

Prompts

+ Add

Open

Delete

Unlock

Versions

Refresh

Search flows

<input type="checkbox"/> Name	<input type="checkbox"/> Locked	Checked in	Published	Division	Description
<input type="checkbox"/> testblank	Luke Walsh	--		Home	--
<input type="checkbox"/> tgm0	Luke Walsh	14.0	14.0	Home	--
<input type="checkbox"/> tgm02	Luke Walsh	--		Home	--
<input type="checkbox"/> _delete	Cathal Meagher	12.0	12.0	Home	--
<input type="checkbox"/> _JK_Flow_2	--	1.0	1.0	Home	--
<input type="checkbox"/> _coffee_demo	Pat Donnellan	--		Home	--
<input type="checkbox"/> _ORO-1352_Secure_Task	--	5.0	3.0	Home	--
<input type="checkbox"/> _SD	--	12.0	12.0	Home	--
<input type="checkbox"/> _delete	Javed Bhayla	3.0	3.0	Home	--
<input type="checkbox"/> _Demo	Robert Walsh	21.0	20.0	Home	--
<input type="checkbox"/> _dynamicList	--	29.0	29.0	Home	--
<input type="checkbox"/> _Example call routing flow	--	3.0		Home	Take incoming calls and route them to the correct queue
<input type="checkbox"/> _FRENCH_CA	Pat Donnellan	13.0	13.0	Home	--
<input type="checkbox"/> _JamesPetShop2	Colin Finnegan	4.0	1.0	Home	Replacement for broken JamesPetShop
<input type="checkbox"/> _Javed_DK_2	Javed Bhayla	1.0	1.0	Home	--
<input type="checkbox"/> _JK_Data_Entity	Kanchan Kumar	6.0	6.0	Home	--
<input type="checkbox"/> _JK_Flow	Kanchan Kumar	1.0	1.0	Home	--

1 - 50 of 333

50

per page

<<

<

1

2

3

4

5

6

7

>

>>

Cloud Architect Modals

BEFORE

All dropdowns and information panels in one column

Create 'Inbound Message Flow'

Name

Name for flow

Description

Description for flow

Default Language

English United States (en-us)

Division ⓘ

Home

Error event transfer Queue

Select a queue

If no error event transfer queue is selected above, the flow will be configured with disconnect error event handling.

View Example Flows

Quick start example flows to boost your productivity

?

Cancel

Create Flow

AFTER

Bigger description input text, organised dropdowns saving unused space clear background.

Create 'Inbound Message Flow'

Name *

Name for flow

Description

Description for flow

Default Language *

English United States (en-us)

Division ⓘ *

Home

Error event transfer Queue

Select a queue

ⓘ If no error event transfer queue is selected above, the flow will be configured with disconnect error event handling.

View Example Flows


Quick start example flows to boost your productivity

ⓘ Help

Cancel

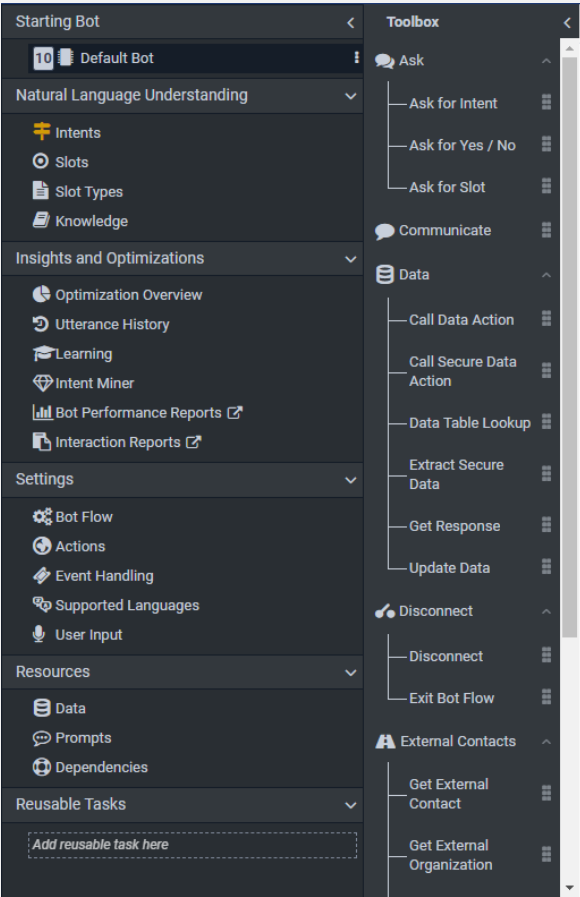
Create Flow

Genesys confidential and proprietary information. Unauthorized disclosure is prohibited.

 GENESYS™

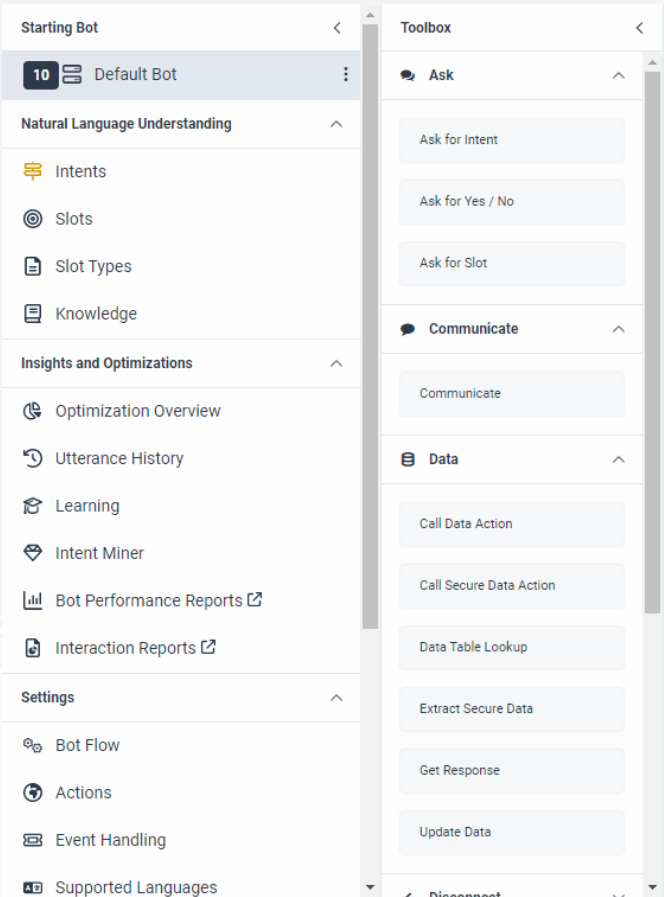
Left side menu options

BEFORE



Dark background, small font and crowded menus

AFTER



Light background over dark bigger font, drag and drop toolbox, improved spacing

Right side menu options

BEFORE

> 24 Ask for Intent

Name

Ask for Intent

Question

What would you like to do?

Invalid Response

No Input

Just speak a short sentence that describes your query. For example, "Check my account balance"

Customize No Input

No Match

Tell me again what you would like to do.

Customize No Match

Voice End of Input Timeout

1 seconds

Paths

Intents

☒ Buy Car

☒ Flight Query

☐ Test 4 Digits

☐ Test 6 Digits

☐ Test 8 Digits

☐ Test Currency

Dividing configuration boxes and smaller input items.

AFTER

> 24 Ask for Intent

Name

Ask for Intent

Question

What would you like to do?

Invalid Response

No Input

Just speak a short sentence that describes your query. For example, "Check my account balance"

Customize No Input

No Match

Tell me again what you would like to do.

Customize No Match

Voice End of Input Timeout

1 seconds

Paths

Intents

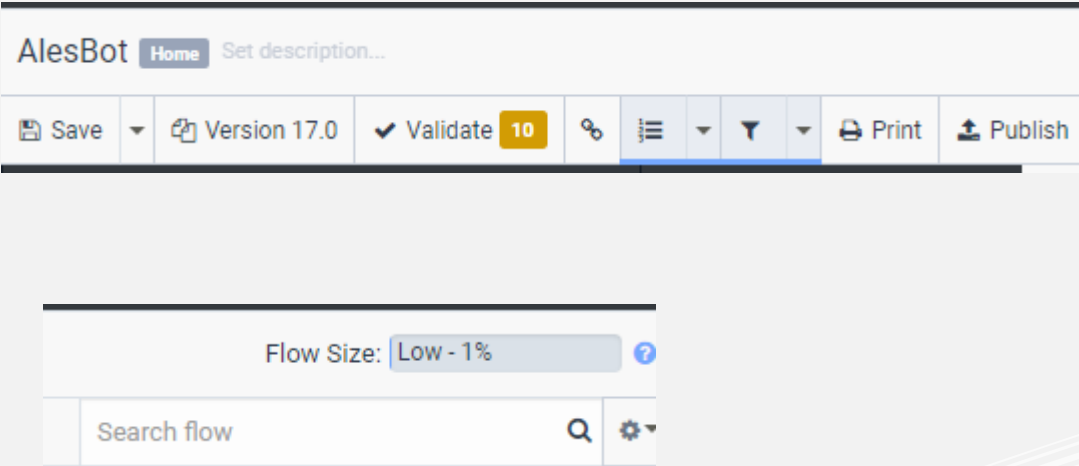
☒ Buy Car

Wider input boxes, icon repositioning, spacing and removing heading divisors.

Task and state editor

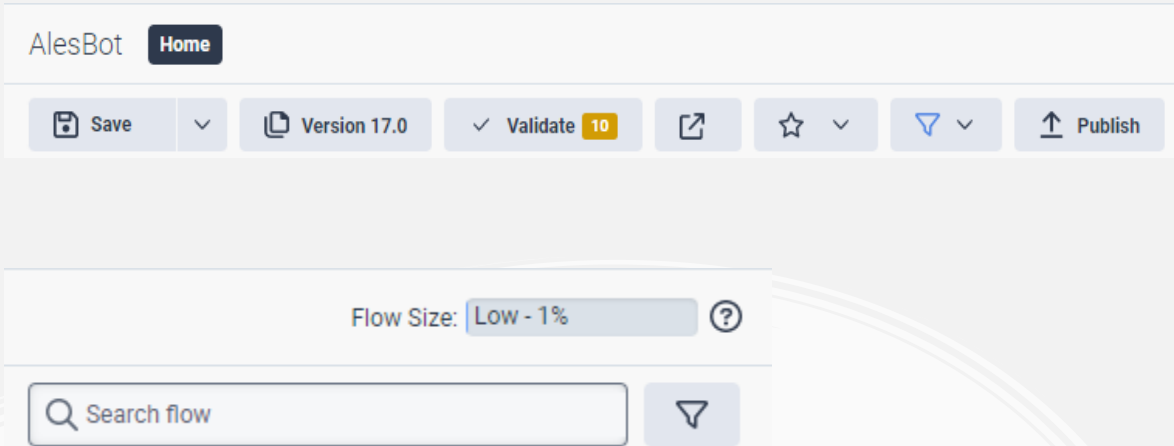
BEFORE

No differentiation between action buttons, one single taskbar feel



AFTER

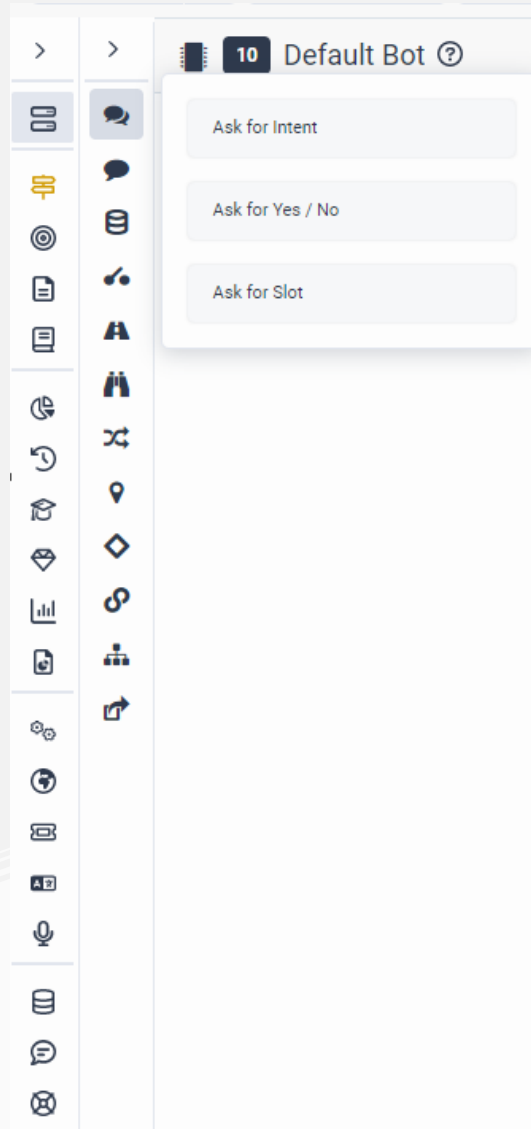
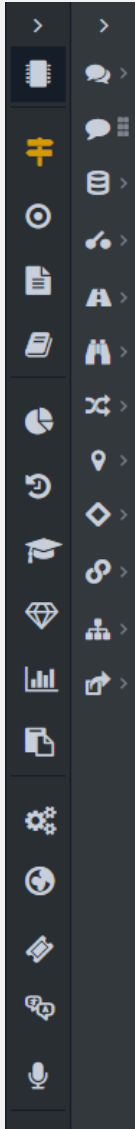
Clear button-per-action, more string search space



Updated Iconography

BEFORE

Grey icons over dark background.



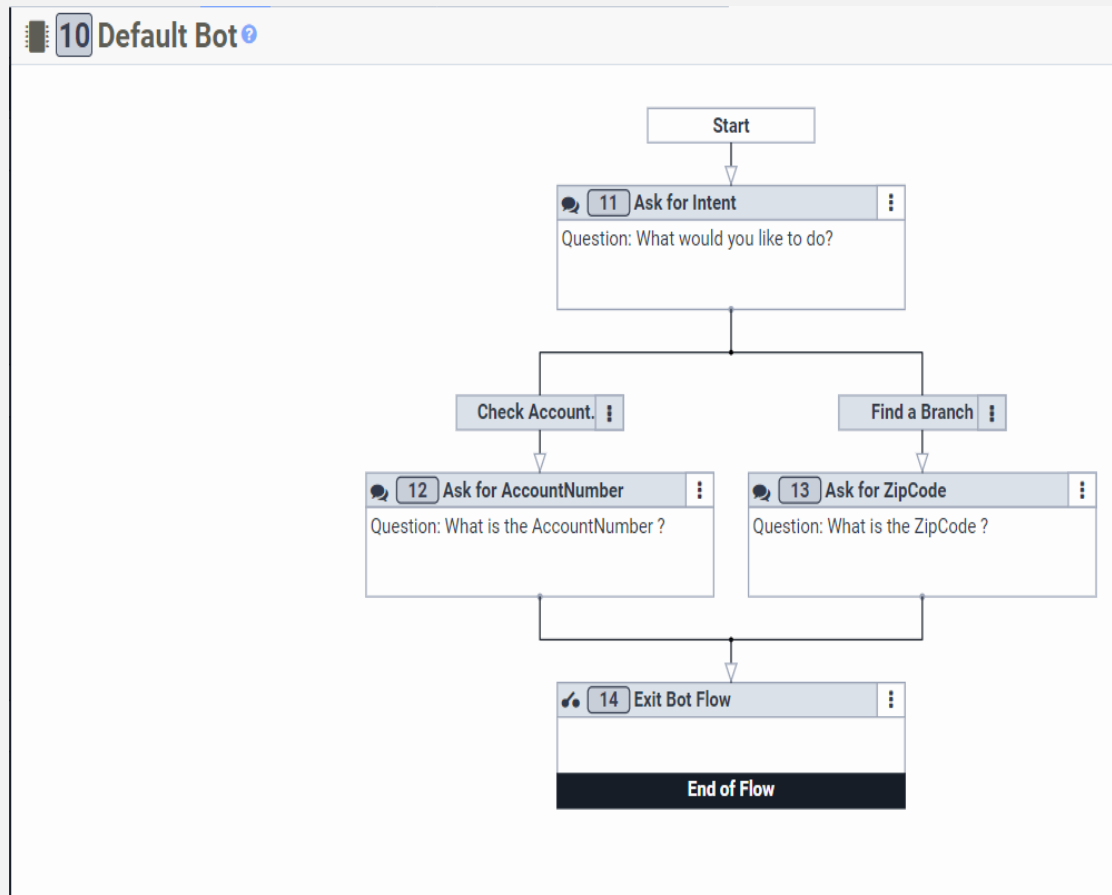
AFTER

Updated Spark iconography, in line with all icons in Genesys Cloud. On mouse over display of child options.

Updated drag and drop area

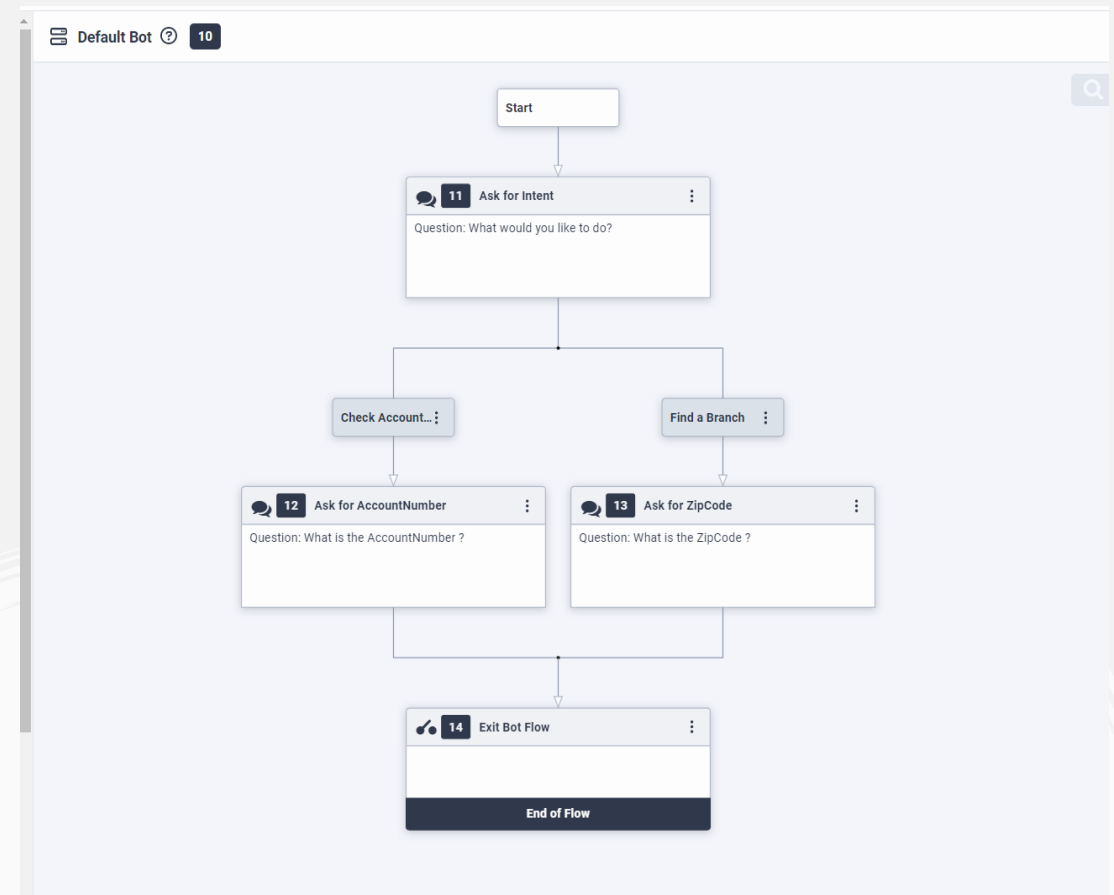
BEFORE

Boxed actions, white background, bigger font.



AFTER

Softer colour schema, spacing and clearer differentiation between background and new styled actions.



Recap

As you can see, this is a small overview of the improvements that are more prominent in the following release.

User experience, navigation to menus, buttons and other useful resources will remain unchanged.

However, keep tuned for more! We will be rolling out new UX changes in the near future, new features to come!

If you need any more information or want to share your feedback, please email PM
ales.veiga@genesys.com

Thank you

