

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

The screenshot shows a web interface for managing flows. The table has a squared look with wide rows and columns. The page navigation is hidden, and the overall design is less modern.

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	
AlexCall	Jim Lillyot	3.0	3.0	Home	
AndrewTest		2.0	2.0	Home	
Archy Hello World		1.0	1.0	Home	
Axa Chinese	Canice Lambe			Home	

AFTER

Sleek round edges design, prominent checkboxes and informative page navigation.

The screenshot shows a more modern web interface for managing flows. The table has a sleek design with round edges, prominent checkboxes, and informative page navigation. The overall design is more professional and user-friendly.

Name	Locked	Checked In	Published	Division	Description
isaabiank	Luke Walsh	-		Home	-
igym0	Luke Walsh	14.0	14.0	Home	-
igym02	Luke Walsh	-		Home	-
._delete	Cathal Meagher	12.0	12.0	Home	-
._JK_Flow_2	-	1.0	1.0	Home	-
._coffee_demo	Pat Donnellan	-		Home	-
._ORO-1352_Secure_Task	-	5.0	3.0	Home	-
._ID	-	12.0	12.0	Home	-
._delete	Javed Bhayla	3.0	3.0	Home	-
._Demo	Robert Walsh	21.0	20.0	Home	-
._dynamicList	-	29.0	29.0	Home	-
._Example call routing flow	-	3.0		Home	Take incoming calls and route them to the correct queue
._FRENCH_CA	Pat Donnellan	13.0	13.0	Home	-
._JamesPetShop2	Colin Finnegan	4.0	1.0	Home	Replacement for broken JamesPetShop
._Javed_DX_2	Javed Bhayla	1.0	1.0	Home	-
._JK_Data_Entity	Kanchan Kumar	6.0	6.0	Home	-
._JK_Flow	Kanchan Kumar	1.0	1.0	Home	-

Cloud Architect Modals

BEFORE

All dropdowns and information panels in one column

Create 'Inbound Message Flow'

Name

Description

Default Language

Division ⓘ

Error event transfer 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 >

[?](#)

AFTER

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

Create 'Inbound Message Flow'

Name *

Description

Default Language * **Division ⓘ ***

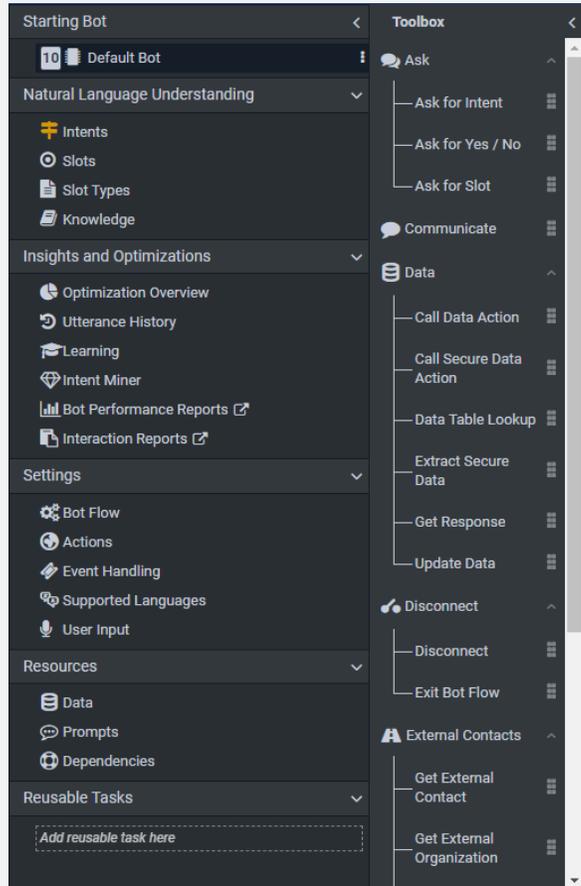
Error event transfer Queue

ⓘ 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 >

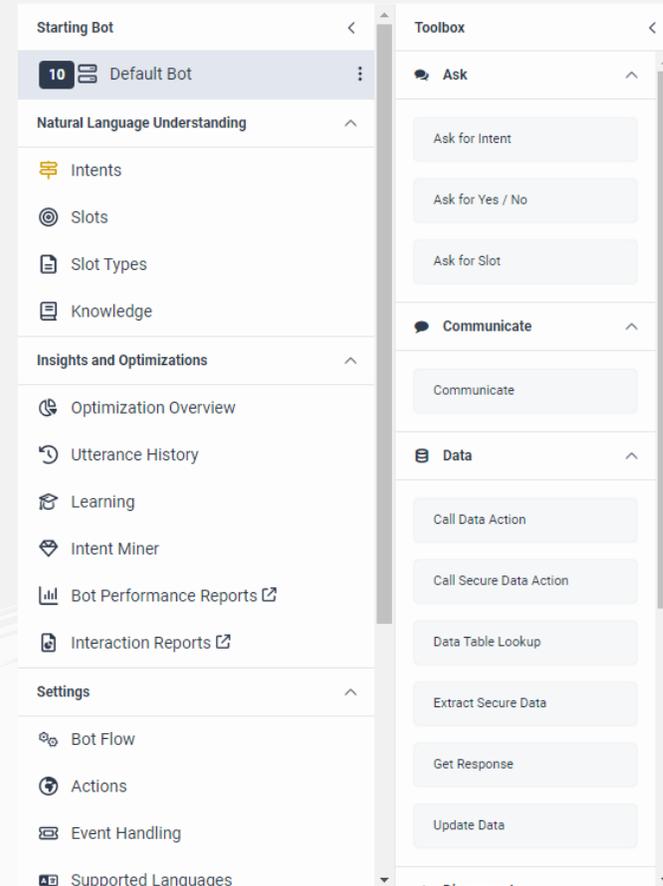
Left side menu options

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

The 'BEFORE' screenshot shows a configuration panel for 'Ask for Intent'. It features several sections: 'Name' with a text input 'Ask for Intent'; 'Question' with a text input 'What would you like to do?'; 'Invalid Response' section containing 'No Input' (text input: 'Just speak a short sentence that describes your query. For example, "Check my account balance"') and 'No Match' (text input: 'Tell me again what you would like to do.'). Below these are 'Customize No Input' and 'Customize No Match' buttons. The 'Voice End of Input Timeout' is set to '1 seconds'. The 'Paths' section lists 'Intents' with checkboxes for 'Buy Car', 'Flight Query', 'Test 4 Digits', 'Test 6 Digits', 'Test 8 Digits', and 'Test Currency'. The interface is cluttered with many small input boxes and labels.

Dividing configuration boxes and smaller input items.

AFTER

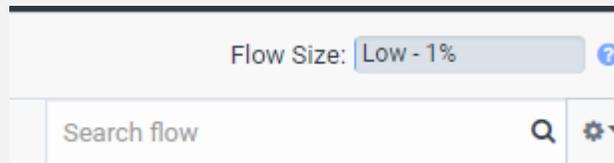
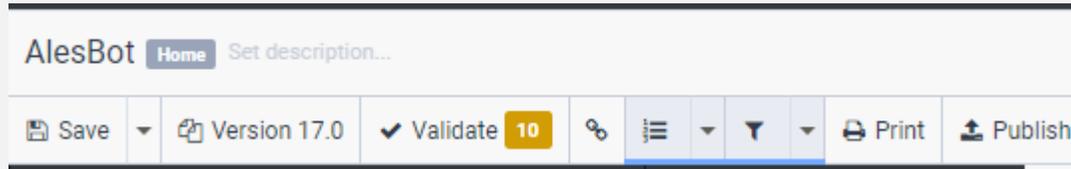
The 'AFTER' screenshot shows the same configuration panel but with a cleaner, more spacious layout. The 'Name' input is wider. The 'Question' input is also wider. The 'Invalid Response' section is now a single wide input box for 'No Input'. The 'No Match' input is also wider. The 'Voice End of Input Timeout' is now a single wide input box. The 'Paths' section is simplified, showing only the 'Buy Car' intent checked. The overall design is more modern and easier to navigate.

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

Task and state editor

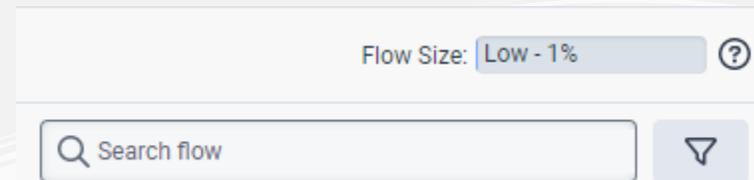
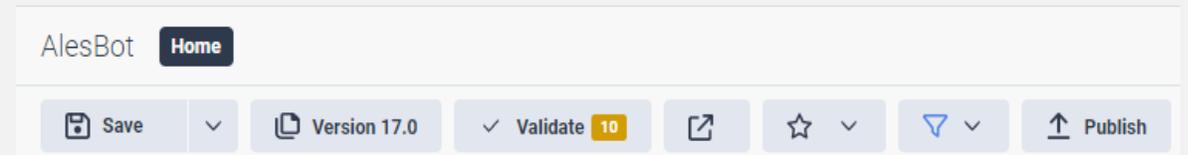
BEFORE

No differentiation between action buttons, one single taskbar feel



AFTER

Clear button-per-action, more string search space

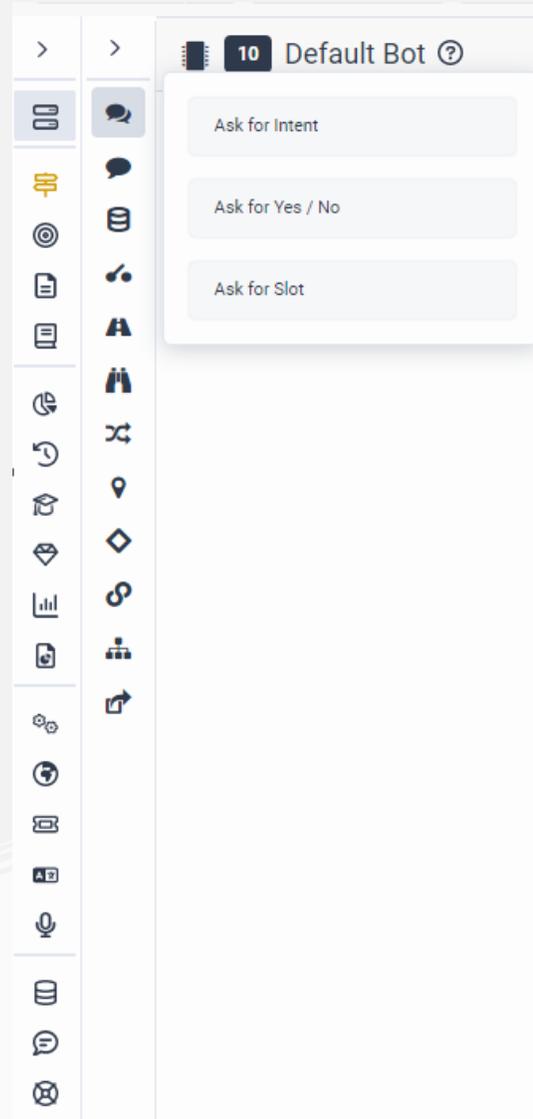


Updated Iconography



BEFORE

Grey icons over dark background.



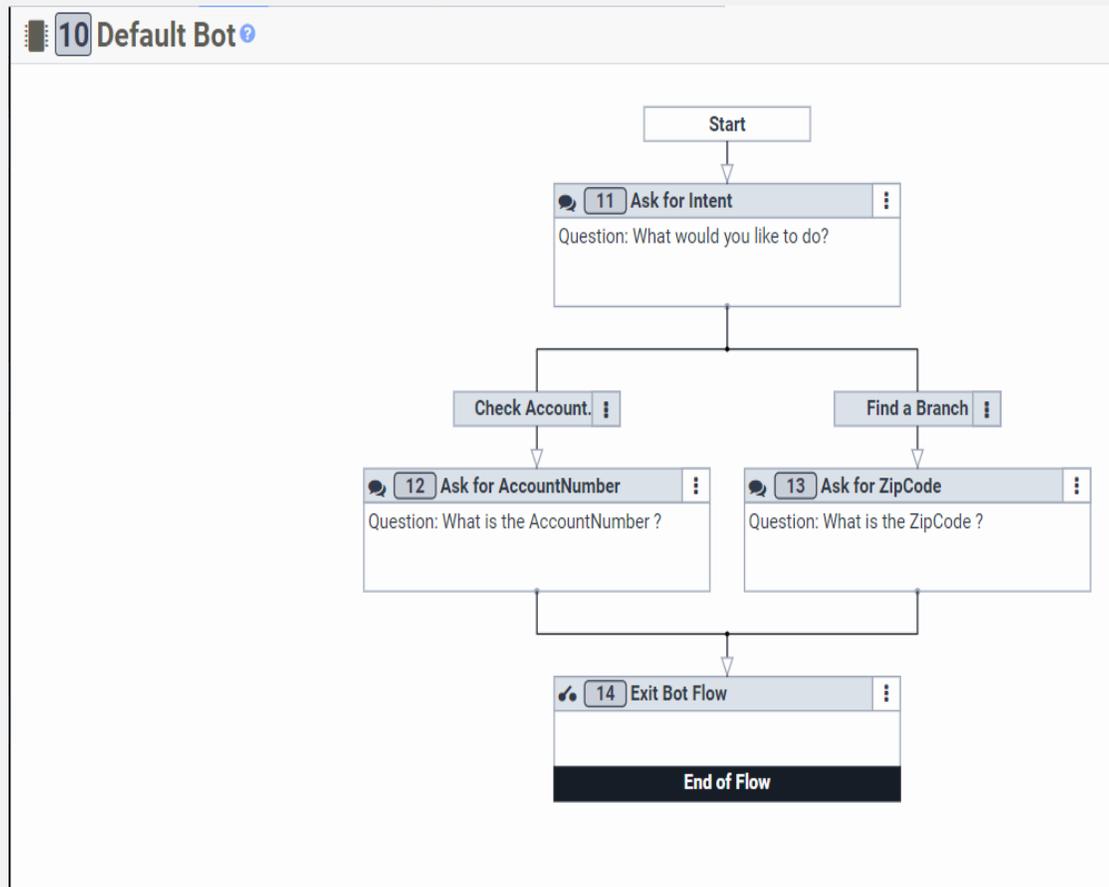
AFTER

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

Updated drag and drop area

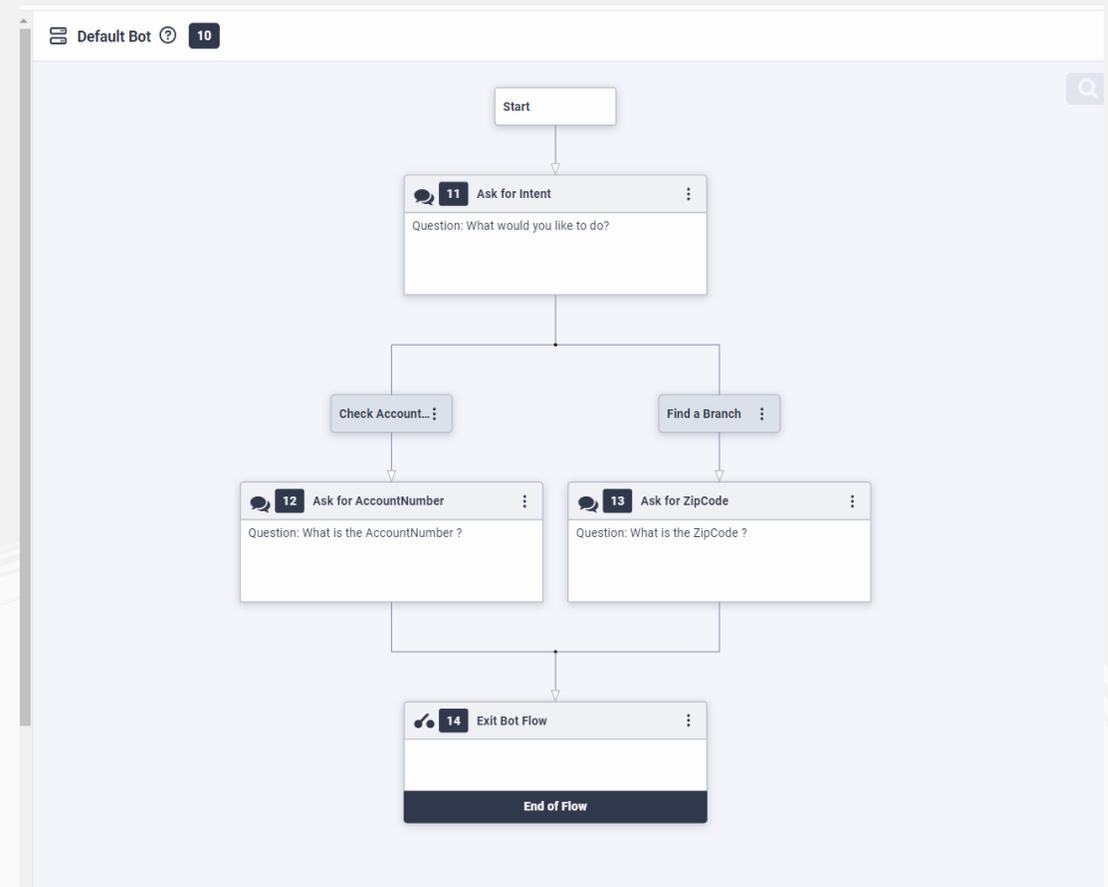
BEFORE

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

