Genesys Cloud

Queue Administration Frontend update

Zoltan 20 July 2022

ទី GENESYS

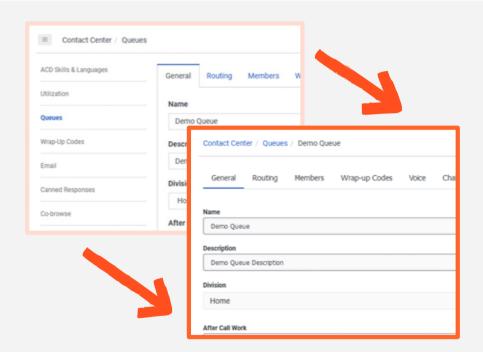
Genesys confidential and proprietary information. Unauthorized disclosure is prohibited

Reason for update

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

The administration of the queue is getting a technology update that does not affect the administered functionality. The changes include updated icons for better visual alignment and arrangement of the the menu structure.

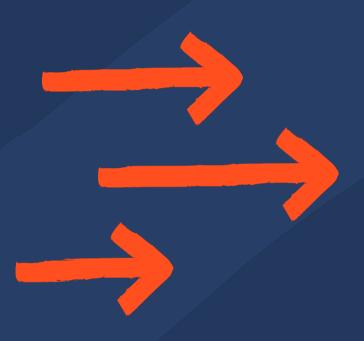
There is no impact on the agent facing views.





Appendix

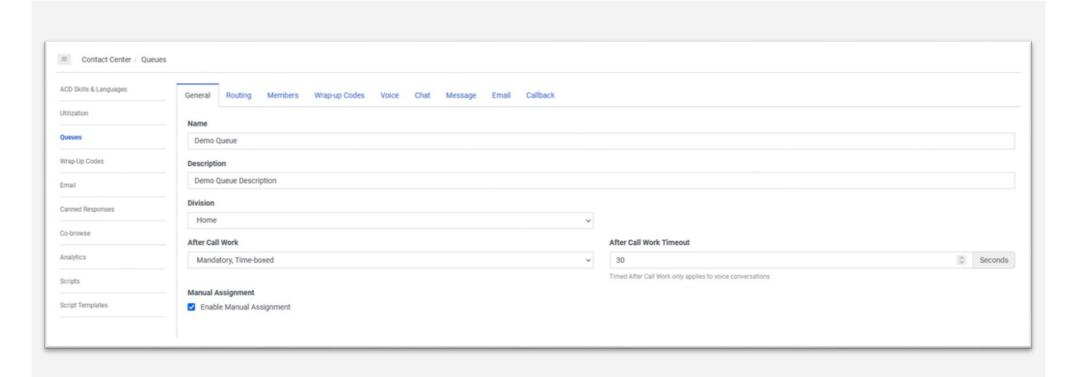
Update details





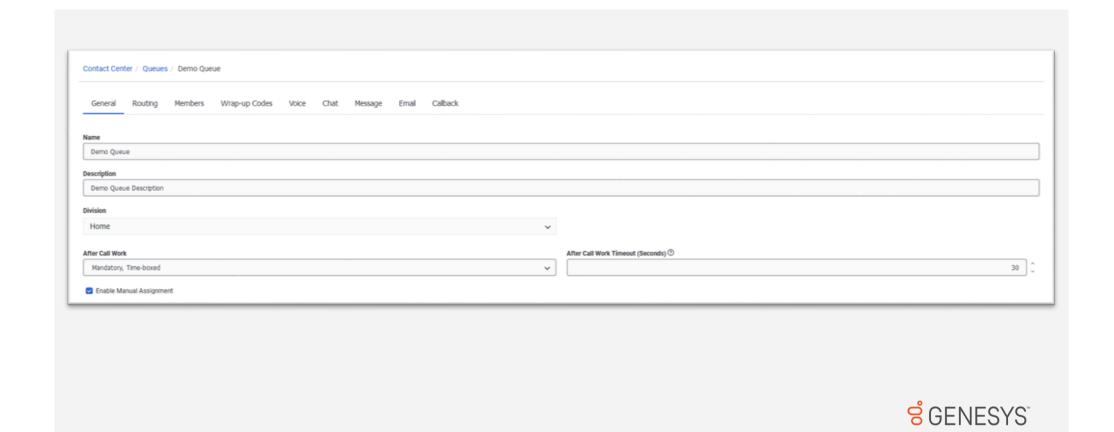
Genesys confidential and proprietary information. Unauthorized disclosure is prohibite

General tab (OLD)

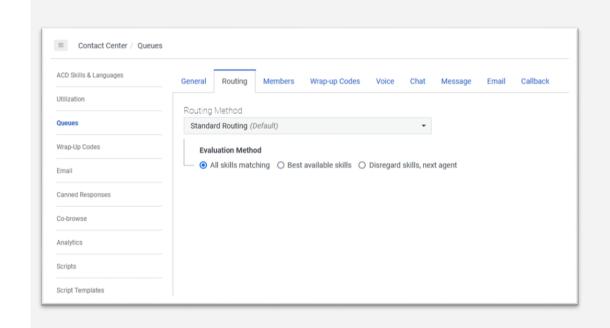




General tab (NEW)

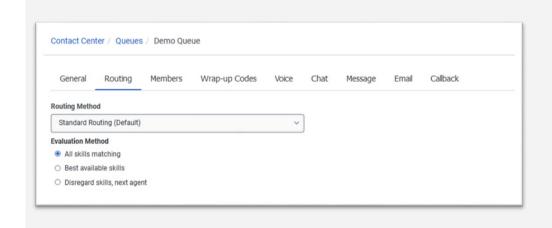


Routing tab (OLD)



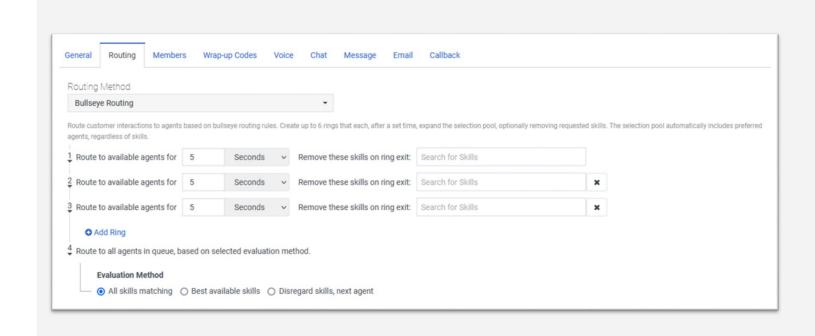


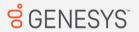
Routing tab (NEW)



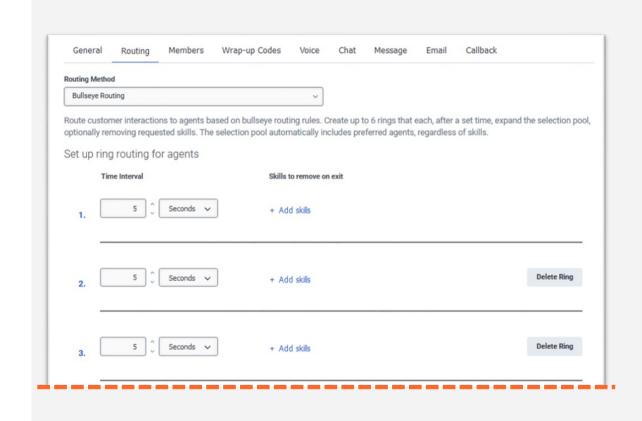


Bullseye Routing tab (OLD)





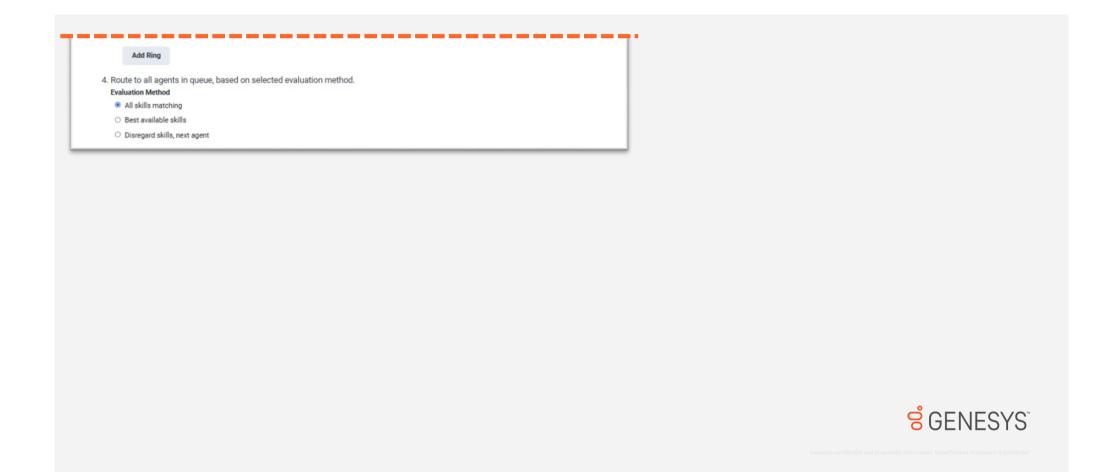
Bullseye Routing tab (NEW - page 1)



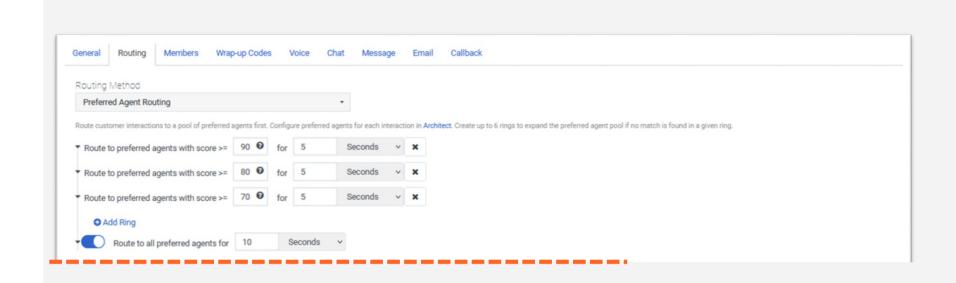


enesys confidential and proprietary information. Unauthorized disclosure is prohibited

Bullseye Routing tab (NEW – page 2)

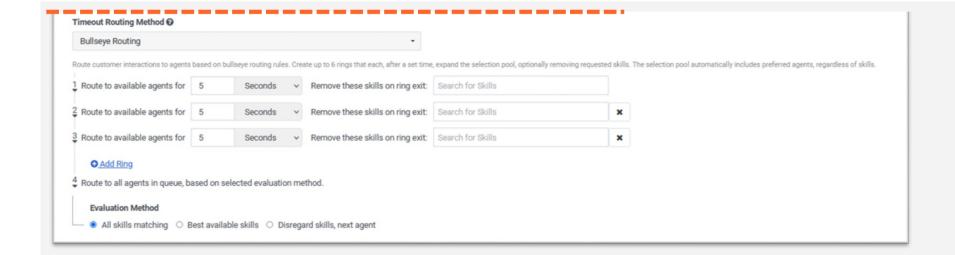


Preferred Agent tab (OLD – page 1)



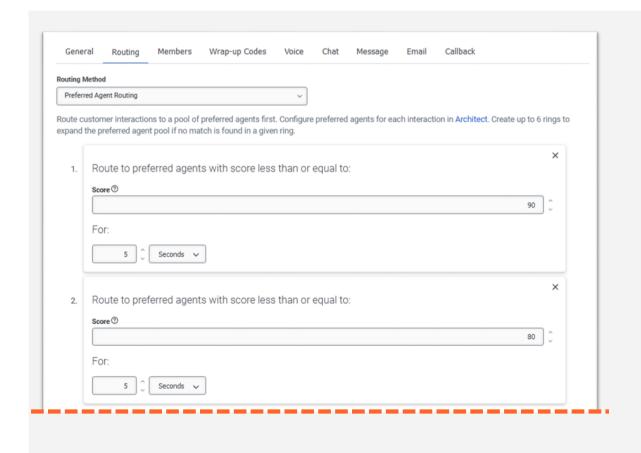


Preferred Agent tab (OLD – page 2)





Preferred Agent tab (NEW – page 1)

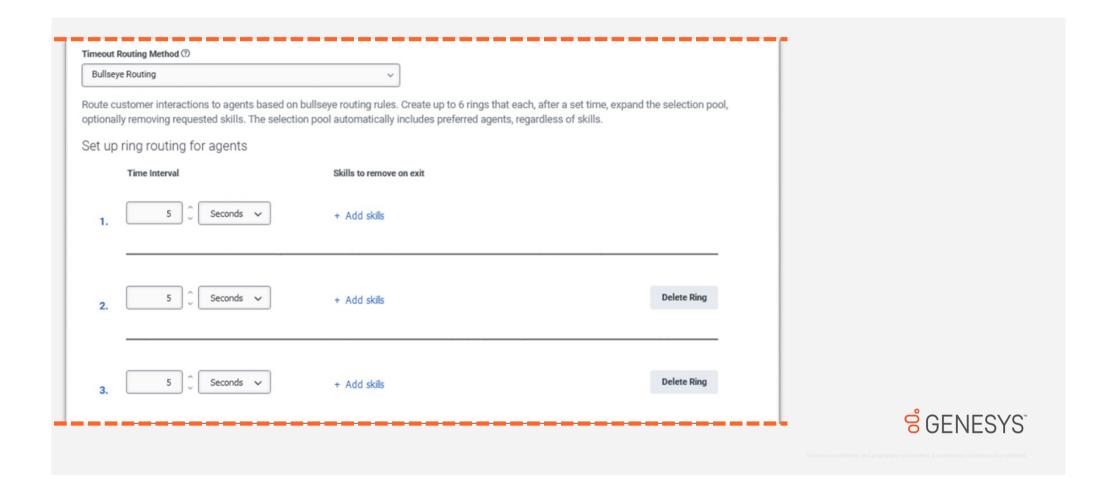




Preferred Agent tab (NEW – page 2)



Preferred Agent tab (NEW – page 3)



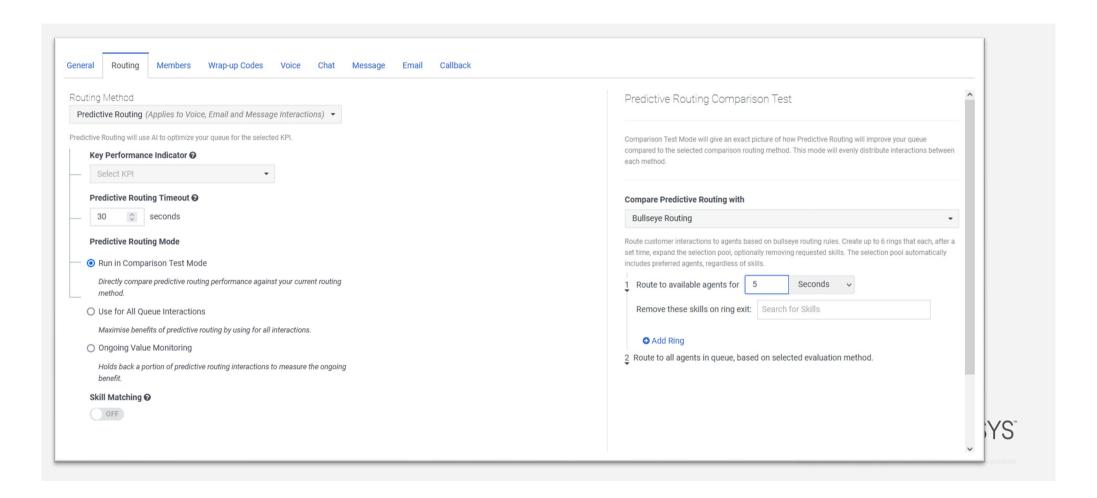
Preferred Agent tab (NEW – page 4)



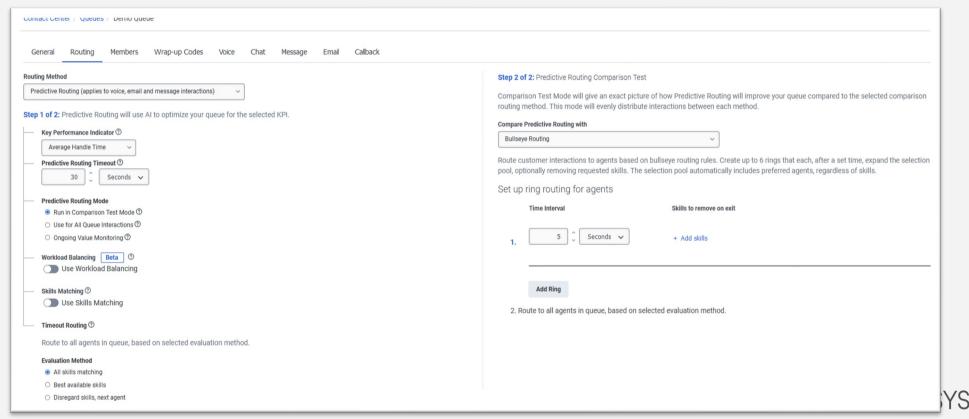


Genesys confidential and proprietary information. Unauthorized disclosure is prohibite

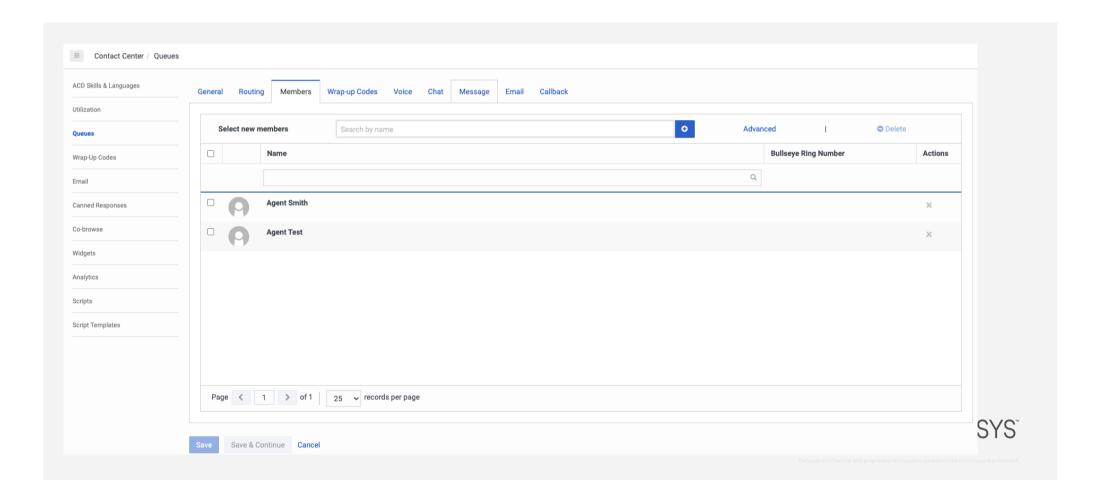
Predictive Routing tab (OLD)



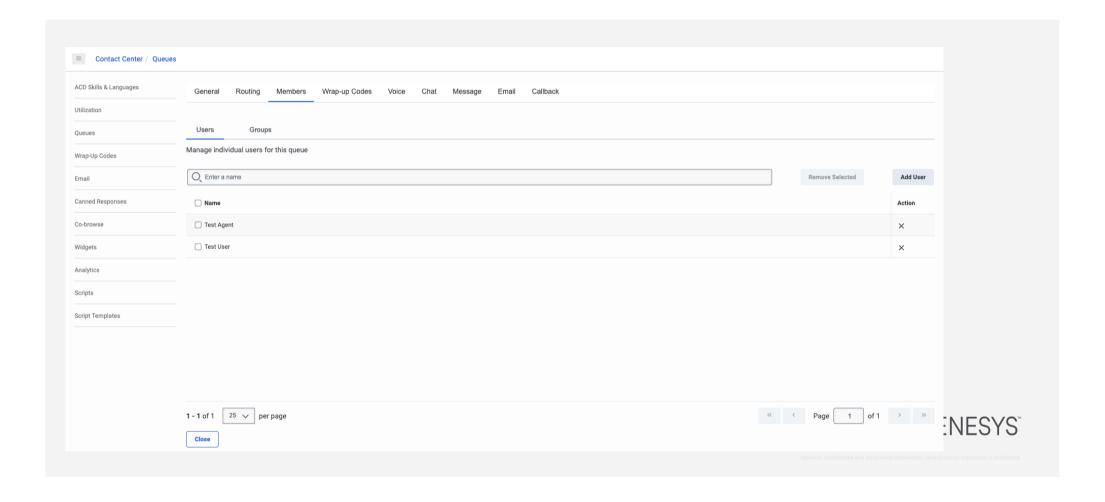
Predictive Routing tab (NEW)



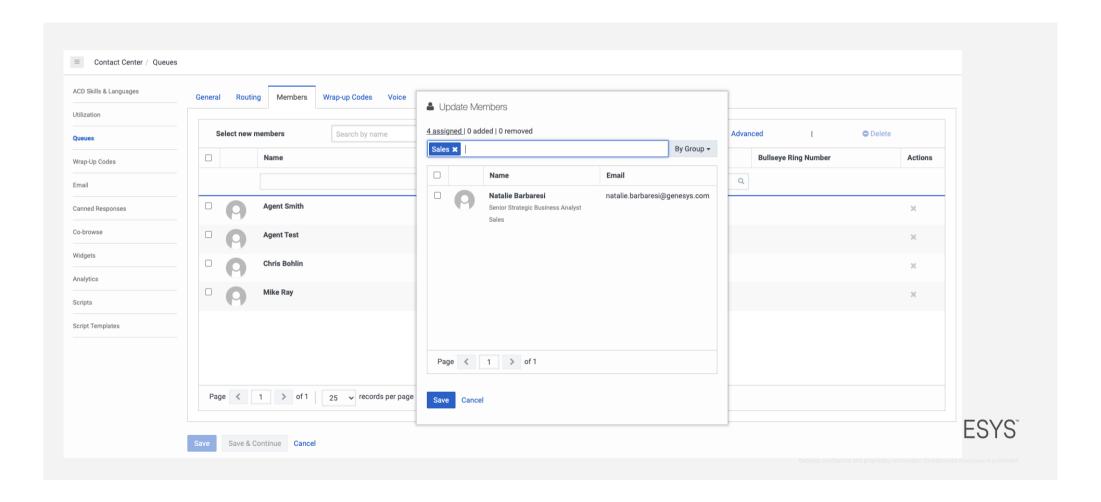
Members tab (OLD)



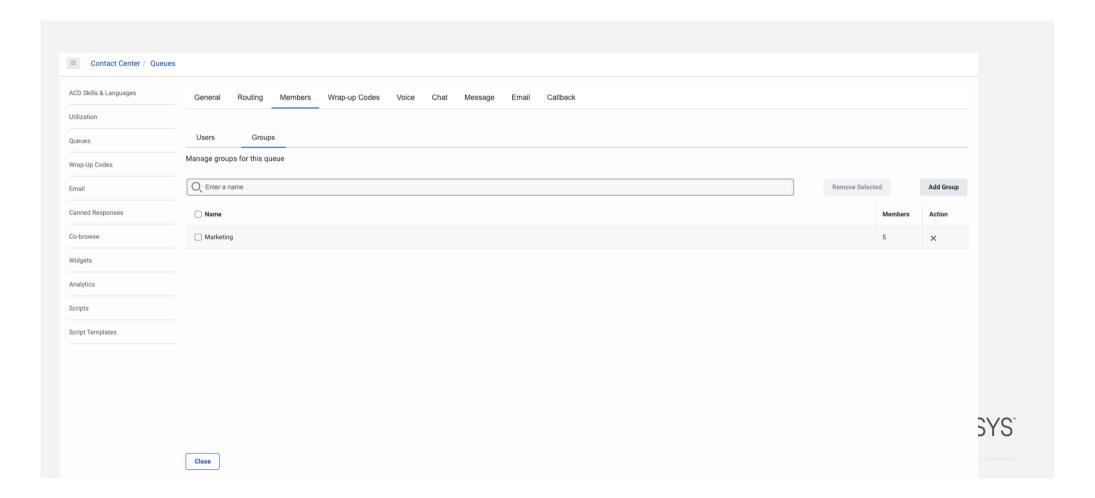
Members tab (NEW)



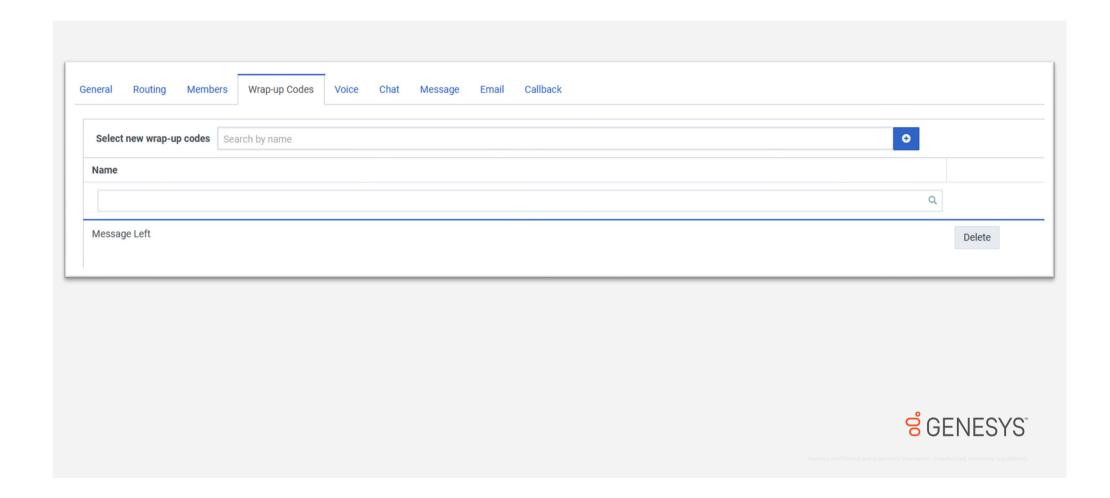
Groups tab (OLD)



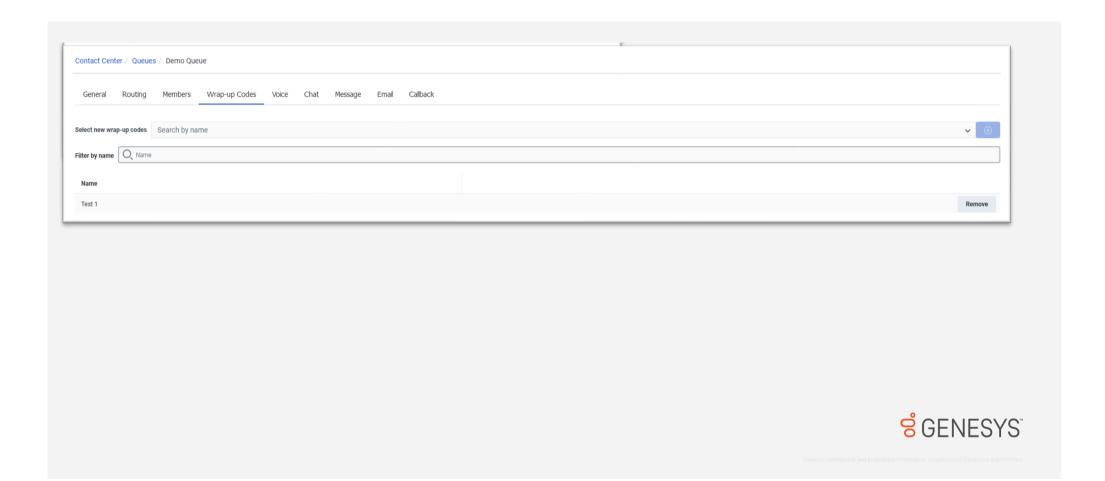
Groups tab (NEW)



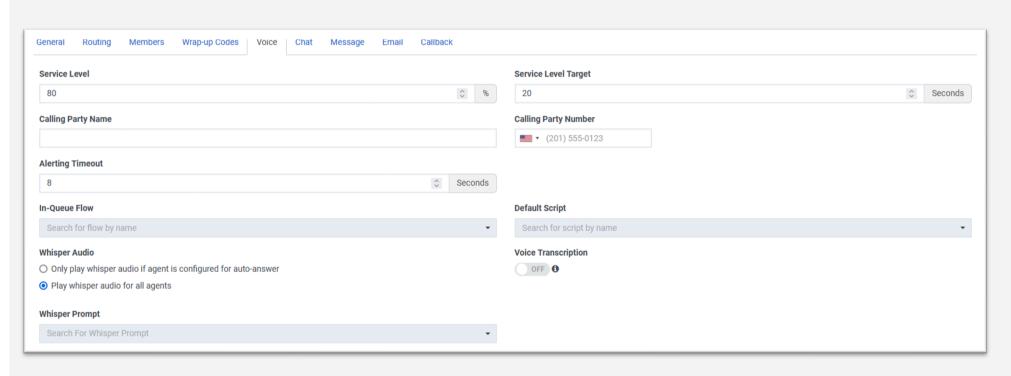
Wrap-up codes tab (OLD)



Wrap-up codes tab (NEW)

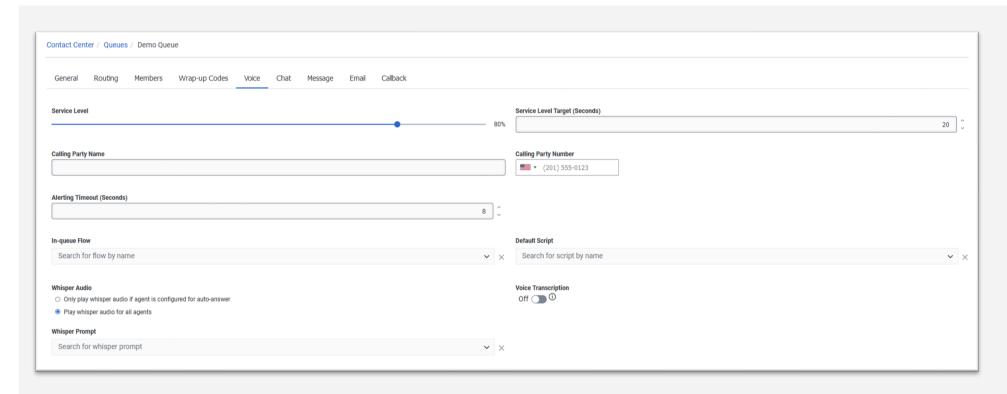


Voice tab (OLD)



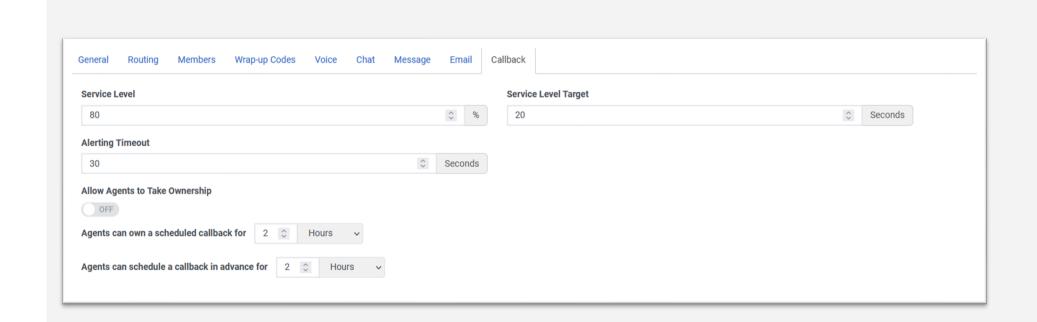


Voice tab (NEW)



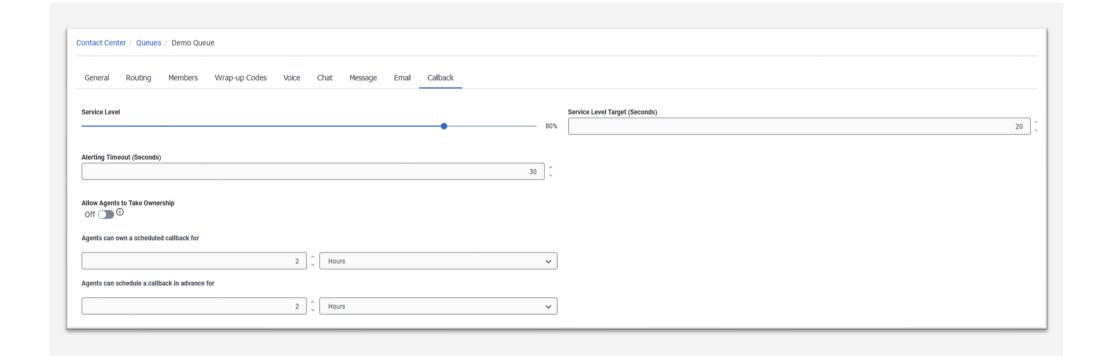


Callback tab (OLD)





Callback tab (NEW)





Thank you

Zoltan Juricskay, zoltan.juricskay@genesys.com



Copyright ©2021 Genesys. All Rights Reserved. AppFoundry, Genesys, and the Genesys logo are registered trademarks of Genesys. Genesys. Genesys Cloud and Genesys Engage are trademarks of Genesys. All other company names and logos may be registered trademarks or trademarks of the respective companies. The companies and colcument is for informational purposes only and does not implicitly nor explicitly constitute a legally binding commitment. Such commitment will result only from the execution of a definitive agreement between the relevant parties and will be on the terms provided therein