

Genesys Cloud

Queue Administration Frontend update

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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.

The image displays two screenshots of the Genesys Contact Center administration interface, specifically the 'Queues' section. The left screenshot shows the 'Queues' menu in the sidebar and the 'General' tab of the 'Demo Queue' configuration. The right screenshot shows the 'Routing' tab of the 'Demo Queue' configuration. Red arrows point from the 'Queues' menu in the left screenshot to the 'Routing' tab in the right screenshot, and from the 'General' tab in the left screenshot to the 'Routing' tab in the right screenshot.

Contact Center / Queues

ACD Skills & Languages

Utilization

Queues

Wrap-Up Codes

Email

Canned Responses

Co-browse

General Routing Members W

Name

Demo Queue

Description

Contact Center / Queues / Demo Queue

General Routing Members Wrap-up Codes Voice Cha

Name

Demo Queue

Description

Demo Queue Description

Division

Home

After Call Work

Appendix

Update details



General tab (OLD)

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Callback

Name

Demo Queue

Description

Demo Queue Description

Division

Home

After Call Work

Mandatory, Time-boxed

Manual Assignment

☒ Enable Manual Assignment

After Call Work Timeout

30

Seconds

Timed After Call Work only applies to voice conversations

General tab (NEW)

Contact Center / Queues / Demo Queue

General Routing Members Wrap-up Codes Voice Chat Message Email Callback

Name

Demo Queue

Description

Demo Queue Description

Division

Home

After Call Work

Mandatory, Time-boxed

After Call Work Timeout (Seconds) ⓘ

30

☒ Enable Manual Assignment

Routing tab (OLD)

Contact Center / Queues

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Routing Method

Standard Routing (Default)

Evaluation Method

☒ All skills matching ☐ Best available skills ☐ Disregard skills, next agent

Routing tab (NEW)

Contact Center / Queues / Demo Queue

General **Routing** Members Wrap-up Codes Voice Chat Message Email Callback

Routing Method

Standard Routing (Default) ▾

Evaluation Method

- ☒ All skills matching
- ☐ Best available skills
- ☐ Disregard skills, next agent

Bullseye Routing tab (OLD)

General

Routing

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Voice

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Routing Method

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

1

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

2

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

✕

3

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

✕

➕ Add Ring

4

Route to all agents in queue, based on selected evaluation method.

Evaluation Method

☒ All skills matching

☐ Best available skills

☐ Disregard skills, next agent

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Bullseye Routing tab (NEW – page 1)

GeneralRoutingMembersWrap-up CodesVoiceChatMessageEmailCallback


Routing Method

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

Set up ring routing for agents

	Time Interval	Skills to remove on exit	
1.	<div>5</div> <div>Seconds</div>	+ Add skills	
2.	<div>5</div> <div>Seconds</div>	+ Add skills	Delete Ring
3.	<div>5</div> <div>Seconds</div>	+ Add skills	Delete Ring



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Bullseye Routing tab (NEW – page 2)

Add Ring

4. Route to all agents in queue, based on selected evaluation method.

Evaluation Method

- ☒ All skills matching
- ☐ Best available skills
- ☐ Disregard skills, next agent

Preferred Agent tab (OLD – page 1)

General

Routing

Members

Wrap-up Codes

Voice

Chat

Message

Email

Callback

Routing Method

Preferred Agent Routing

Route customer interactions to a pool of preferred agents first. Configure preferred agents for each interaction in [Architect](#). Create up to 6 rings to expand the preferred agent pool if no match is found in a given ring.

▼

Route to preferred agents with score >=

90

?

for

5

Seconds

▼

✕

▼

Route to preferred agents with score >=

80

?

for

5

Seconds

▼

✕

▼

Route to preferred agents with score >=

70

?

for

5

Seconds

▼

✕

+

Add Ring

▼

☒

Route to all preferred agents for

10

Seconds

▼

Preferred Agent tab (OLD – page 2)

Timeout Routing Method ⓘ

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

1

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

2

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

✕

3

Route to available agents for

5

Seconds

Remove these skills on ring exit:

Search for Skills

✕

➕ Add Ring

4


Route to all agents in queue, based on selected evaluation method.

Evaluation Method

☒ All skills matching

☐ Best available skills

☐ Disregard skills, next agent

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Preferred Agent tab (NEW – page 1)

General

Routing

Members

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Callback

Routing Method

Preferred Agent Routing

Route customer interactions to a pool of preferred agents first. Configure preferred agents for each interaction in [Architect](#). Create up to 6 rings to expand the preferred agent pool if no match is found in a given ring.

1. Route to preferred agents with score less than or equal to:

Score ⓘ

90

For:

5

Seconds

2. Route to preferred agents with score less than or equal to:

Score ⓘ

80

For:

5

Seconds

Preferred Agent tab (NEW – page 2)

Add Ring

☒ Set up ring routing for agents

10

Seconds

Preferred Agent tab (NEW – page 3)


Timeout Routing Method ?

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

Set up ring routing for agents

	Time Interval	Skills to remove on exit	
1.	<div>5</div> <div>Seconds</div>	<div>+ Add skills</div>	
2.	<div>5</div> <div>Seconds</div>	<div>+ Add skills</div>	<div>Delete Ring</div>
3.	<div>5</div> <div>Seconds</div>	<div>+ Add skills</div>	<div>Delete Ring</div>



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Preferred Agent tab (NEW – page 4)

Add Ring

4. Route to all agents in queue, based on selected evaluation method.

Evaluation Method

- ☒ All skills matching
- ☐ Best available skills
- ☐ Disregard skills, next agent

Predictive Routing tab (OLD)

GeneralRoutingMembersWrap-up CodesVoiceChatMessageEmailCallback

Routing Method

Predictive Routing (Applies to Voice, Email and Message Interactions)

Predictive Routing will use AI to optimize your queue for the selected KPI.

Key Performance Indicator

Select KPI

Predictive Routing Timeout

30seconds

Predictive Routing Mode

☒ Run in Comparison Test Mode

Directly compare predictive routing performance against your current routing method.

☐ Use for All Queue Interactions

Maximise benefits of predictive routing by using for all interactions.

☐ Ongoing Value Monitoring

Holds back a portion of predictive routing interactions to measure the ongoing benefit.

Skill Matching

OFF

Predictive Routing Comparison Test

Comparison Test Mode will give an exact picture of how Predictive Routing will improve your queue compared to the selected comparison routing method. This mode will evenly distribute interactions between each method.

Compare Predictive Routing with

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

1

Route to available agents for

5Seconds

Remove these skills on ring exit:

Search for Skills

Add Ring

2

Route to all agents in queue, based on selected evaluation method.

YS
prohibited.

Predictive Routing tab (NEW)

Contact Center / Queues / Demo Queue

General

Routing

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Message

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Routing Method

Predictive Routing (applies to voice, email and message interactions)

Step 1 of 2: Predictive Routing will use AI to optimize your queue for the selected KPI.

Key Performance Indicator ⓘ

Average Handle Time

Predictive Routing Timeout ⓘ

30

Seconds

Predictive Routing Mode

☒ Run in Comparison Test Mode ⓘ

☐ Use for All Queue Interactions ⓘ

☐ Ongoing Value Monitoring ⓘ

Workload Balancing Beta ⓘ

☐ Use Workload Balancing

Skills Matching ⓘ

☐ Use Skills Matching

Timeout Routing ⓘ

Route to all agents in queue, based on selected evaluation method.

Evaluation Method

☒ All skills matching

☐ Best available skills

☐ Disregard skills, next agent

Step 2 of 2: Predictive Routing Comparison Test

Comparison Test Mode will give an exact picture of how Predictive Routing will improve your queue compared to the selected comparison routing method. This mode will evenly distribute interactions between each method.

Compare Predictive Routing with

Bullseye Routing

Route customer interactions to agents based on bullseye routing rules. Create up to 6 rings that each, after a set time, expand the selection pool, optionally removing requested skills. The selection pool automatically includes preferred agents, regardless of skills.

Set up ring routing for agents

Time Interval

Skills to remove on exit

1.

5

Seconds

+ Add skills

Add Ring

2. Route to all agents in queue, based on selected evaluation method.

YS™

Members tab (OLD)

Contact Center / Queues

ACD Skills & Languages

Utilization

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Select new members

Search by name

Advanced

Delete

	Name	Bullseye Ring Number	Actions
<input type="checkbox"/>	<div></div> Agent Smith		<div></div>
<input type="checkbox"/>	<div></div> Agent Test		<div></div>

Page

<1>

 of 1 | 25 records per page

Save

Save & Continue

Cancel

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Members tab (NEW)

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Users

Groups

Manage individual users for this queue

Enter a name

Remove Selected

Add User

<input type="checkbox"/> Name	Action
<input type="checkbox"/> Test Agent	×
<input type="checkbox"/> Test User	×

1 - 1 of 1

25

per page

<<

<

Page

1

of 1

>

>>

Close

Groups tab (OLD)

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Voice

Select new members

Search by name

☐

Name

☐

Agent Smith

☐

Agent Test

☐

Chris Bohlin

☐

Mike Ray

Page

<

1

>

of 1

25

records per page

Save

Save & Continue

Cancel

Update Members

4 assigned | 0 added | 0 removed

Sales

By Group

☐

Name

Email

☐

Natalie Barbaresi

Senior Strategic Business Analyst

Sales

natalie.barbaresi@genesys.com

Page

<

1

>

of 1

Save

Cancel

Advanced

Delete

Bullseye Ring Number

Actions

ESYS

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Groups tab (NEW)

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UsersGroups

Manage groups for this queue

Enter a name

Remove SelectedAdd Group

<input type="checkbox"/> Name	Members	Action
<input type="checkbox"/> Marketing	5	×

Close


SYS™

is prohibited.


Wrap-up codes tab (OLD)

[General](#) [Routing](#) [Members](#) [Wrap-up Codes](#) [Voice](#) [Chat](#) [Message](#) [Email](#) [Callback](#)

Select new wrap-up codes



Name



Message Left

Delete

Wrap-up codes tab (NEW)

[Contact Center](#) / [Queues](#) / Demo Queue

[General](#) [Routing](#) [Members](#) [Wrap-up Codes](#) [Voice](#) [Chat](#) [Message](#) [Email](#) [Callback](#)

Select new wrap-up codes

Search by name

▼

+

Filter by name

Name
Test 1

Remove

Voice tab (OLD)

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Service Level
 ↕ %

Calling Party Name

Alerting Timeout
 ↕ Seconds

In-Queue Flow
 ▼

Whisper Audio
☐ Only play whisper audio if agent is configured for auto-answer
☒ Play whisper audio for all agents

Whisper Prompt
 ▼

Service Level Target
 ↕ Seconds

Calling Party Number

Default Script
 ▼


Voice Transcription
☐ OFF ⓘ

Voice tab (NEW)

Contact Center / Queues / Demo Queue

General Routing Members Wrap-up Codes **Voice** Chat Message Email Callback

Service Level

 80%

Service Level Target (Seconds)

Calling Party Name

Calling Party Number

Alerting Timeout (Seconds)

In-queue Flow

Default Script

Whisper Audio

☐ Only play whisper audio if agent is configured for auto-answer

☒ Play whisper audio for all agents

Whisper Prompt

Voice Transcription

Off ☐ ⓘ

Callback tab (OLD)

[General](#) [Routing](#) [Members](#) [Wrap-up Codes](#) [Voice](#) [Chat](#) [Message](#) [Email](#) [Callback](#)

Service Level

80

^

v

%

Service Level Target

20

^

v

Seconds

Alerting Timeout

30

^

v

Seconds

Allow Agents to Take Ownership

☐ OFF

Agents can own a scheduled callback for

2

^

v

Hours

v

Agents can schedule a callback in advance for

2

^

v

Hours

v

Callback tab (NEW)

Contact Center / Queues / Demo Queue

General Routing Members Wrap-up Codes Voice Chat Message Email **Callback**

Service Level

80%

Service Level Target (Seconds) 20

Alerting Timeout (Seconds) 30

Allow Agents to Take Ownership
Off ☐ ⓘ

Agents can own a scheduled callback for

2 Hours

Agents can schedule a callback in advance for

2 Hours

Thank you

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