Architect Overview

Navigation: Admin → Architect (opens in a separate browser window) **Last verified:** Genesys Cloud Resource Center — March 2026

What Is Architect?

Architect is Genesys Cloud's visual flow design environment. It is where administrators build, manage, and publish the interaction routing logic that handles every inbound call, message, email, and chat that enters the contact center.

Architect operates independently from the Admin console — it opens in its own browser window and has its own toolbar, canvas, and toolbox.

> ⚠ If Architect does not open, check your browser's pop-up blocker and allow pop-ups from your Genesys Cloud domain.

Accessing Architect

1. Log in to Genesys Cloud
2. Click **Admin**
3. Search or scroll to **Architect**
4. Architect opens in a new browser window

Interface Areas

Area	Description
Toolbar	Save, validate, publish, version history, debug, and execution history controls
Toolbox	Drag-and-drop action categories used to build flow logic

Area	Description
Workspace	Flow design canvas where components are placed and connected
Properties Panel	Configuration panel for the currently selected component
Flow Outline	Auto-generated structural outline of the flow

Toolbar Reference

Tool	Description
Save	Saves the current state without affecting the live production version — must publish separately to go live
Check In	Saves the version and releases the edit lock so other users can open and edit the flow
Undo / Redo	Reverses or reapplies recent changes made during the current edit session
Zoom In / Out	Adjusts the visual scale of the canvas for navigating large or complex flows
Validate	Checks for configuration issues — yellow = warnings (publishing still allowed); red = errors (must resolve before publishing)
Publish	Deploys the flow to the live contact center; status displays as *Validating* → *Publishing* → *Published*; a version number appears in the Published column after success
Debug	Creates a debug-enabled version accessible via SIP address (`YourCallFlow-debug@localhost`) to test from the caller's perspective; requires no validation errors; English-language flows only
Execution History	Lists all previous execution instances with name, version, flow type, and timestamps; click any instance to open in Replay Mode
Search	Finds components, milestones, actions, and variables within the flow — useful in large or complex flows
Version History	Shows all saved versions with publish status, check-in date, and author; previous versions open read-only — from there you can export, use Save As, or unpublish the active version
Import / Export	Imports or exports the flow as a file; each flow type uses a distinct extension (e.g. `.i3InboundFlow`, `.i3OutboundFlow`) to prevent importing incompatible types
Print / PDF	Exports a visual or printable representation of the flow

Toolbox Categories

> Available categories vary by flow type and license plan.

Category	Description
Audio	Play prompts (TTS or recorded), whisper audio to agents, flush queued audio
Bot	Integrate conversational AI bots (Genesys Dialog Engine or external platforms)
Data	Retrieve or manipulate data via APIs, data tables, or external services — includes Call Data Action, Data Table Lookup, Update Data, Encrypt/Decrypt Data
Find	Dynamically locate resources at runtime — queues, users, schedules, groups, language skills
Flow	Interaction-level actions — Create Callback, Set Screen Pop, Set Wrap-Up Code, post-flow routing
Logical	Decision-making and schedule-based routing — Decision (if/else), Switch, Evaluate Schedule, Evaluate Schedule Group
Loop	Repeat sections of a task sequence — Loop, Next Loop, Exit Loop; supports fixed count, collection iteration, and condition-based looping
Menu	IVR menus for DTMF or speech input — Menu, Repeat Menu, Previous Menu, Jump to Menu
Task	Group logic into reusable routines — Task, Call Task, Jump to Reusable Task, End Task
Transfer	Route callers to a destination — Transfer to ACD, Transfer to User, Transfer to Number, Transfer to Group, Transfer to Flow, Transfer to Secure Flow, Transfer to Voicemail
Disconnect	End the call or interaction — terminal action when no further routing is needed

Workspace and Canvas

Feature	Description

Canvas	Primary drag-and-drop area where flow components are placed, arranged, and connected
Connections	Visual lines representing execution paths — update automatically as components are linked or moved
Flow Variables	System variables (e.g. caller ANI) and user-defined variables used to control behaviour and pass data between actions
Selected Component Properties	Configuration area for the active component — variable bindings, routing targets, behaviour options

> **i Copy/paste tip:** You can cut, copy, and paste components within a flow or between flows — up to 10 task editor actions at a time. Clipboard content does not persist across browser tabs.

Properties Panel

Setting	Description
Component Configuration	Operational settings — routing behaviour, prompts, logic conditions, integration parameters
Input / Output Variables	Variables used to receive or return data during execution — commonly used with Data Actions
Default Paths	Fallback execution route when no specific condition is met — ensures the flow continues safely
Language Settings	Multi-language prompt and behaviour configuration — languages must be enabled in Supported Languages before use at the component level
Component Validation	Missing or incorrect settings highlighted in red (errors) or yellow (warnings)

Debug and Replay Mode

Tool	Description
Debug Mode	Activated from the Publish menu → Debug; creates a testable version via SIP address; lets you hear the flow as a caller and see decision outcomes and action results; requires clean validation; English only

Tool	Description
Execution History	Toolbar access; lists all previous execution instances with name, version, flow type, and timestamps; click any instance to open in Replay Mode
Replay Mode	Step-by-step playback of a previous execution — use play, pause, step in/out/over, and breakpoints to inspect each action; panels show variable state, communication data, and stack info at each point; used for root cause analysis on routing issues

Flow Management

Feature	Description
Create / Copy / Delete	Flows can be created from scratch, copied from existing flows, or deleted — always review dependencies before deleting
Dependency Review	Identifies where a flow is referenced across the platform — prevents accidental removal of flows still in use
Import / Export	Export flow config files for backup or migration; distinct file extensions per flow type prevent incompatible imports
Check In / Check Out	Checkout locks the flow under your account; check in saves the version and releases the lock
Read-Only Mode	Applies when another user has the flow locked, you only have View permission, or you are viewing a previous version — you can export or Save As but cannot edit or publish
Execution History & Replay	Monitor behaviour, troubleshoot routing issues, and analyse execution paths post-publish

Best Practices

Practice	Why
Save and check in frequently	Prevents losing progress; enables collaboration with other flow authors
Use meaningful names	Flows, tasks, menus, and variables should be self-documenting — reduces time spent inspecting logic during troubleshooting

Practice	Why
Add descriptions to flows	Documents intent and expected behaviour for future admins
Keep the canvas organised	Logical alignment and grouping improves readability in complex flows
Use Reusable Tasks and Menus	Breaks large flows into modular components — simplifies maintenance and enables logic reuse
Validate before publishing	Resolve all red errors; review yellow warnings even if they don't block publish
Test with Debug Mode	Always test from the caller's perspective before pushing to production
Monitor with Execution History	Use Replay Mode to verify behaviour and trace unexpected outcomes after calls
Review dependencies before deleting	Prevents breaking other flows, queues, or integrations that reference the resource
Document flow logic	Wiki entries or internal notes describing design decisions and dependencies support long-term maintainability

Flow Types Reference

Flow Type	Used For
Inbound Call	Handling inbound voice calls
Inbound Message	SMS and digital messaging interactions
Inbound Email	Inbound email handling
Inbound Chat	Web chat interactions
Outbound	Outbound campaign call handling
In-Queue Call	Logic running while a caller waits in queue
Secure Call	PCI-compliant DTMF capture flows
Bot	Conversational bot flows

See Also

- **Call Flow UI – Complete Reference** — left panel sections, flow configuration, and dependencies in detail
- **Call Flow Components & Basics** — action-by-action reference for building flows

- **Prompt Management** — creating and managing the audio used inside flows
- **Call Routing & Message Routing** — how inbound numbers and addresses connect to flows
- **Lab: Explore the Architect Interface** — hands-on walkthrough (How-To book)

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