

Avaya-to-Genesys Cloud Reference Guide

Audience: Telecom engineers and administrators migrating from Avaya (Aura, CM, Elite) or Aspect environments **Purpose:** Concept translation, mental model alignment, and key architectural differences

Concept Translation Table

Avaya / Aspect Concept	Genesys Cloud Equivalent	Key Difference
VDN / Vector	Architect Flow	Architect is drag-and-drop, visual, and integrates real-time Data Actions (API calls) far more easily than Vectors. No proprietary scripting language required.
Hunt Group / Skill Group	Queue	Genesys Queues handle all routing logic. ACD Skills are assigned to agents (users) to determine eligibility, not to the queue directly.
BCMS / CMS / IQ	Performance Views	Reporting is real-time, browser-based, and built-in. No separate thick-client reporting software, no ODBC connectors, no CMS server.
Stations (96xx / 16xx / J-series)	WebRTC / SIP Phone	Genesys primarily uses WebRTC — the browser IS the phone. Physical SIP desk phones are supported but optional. No station administration required for WebRTC agents.
SBC (Session Border Controller)	Edge / BYOC	Genesys Edges perform many SBC-like functions natively. You can still use your existing Oracle, AudioCodes, or Ribbon SBC via BYOC Cloud or BYOC Premises.
Class of Restriction (COR)	Roles + Divisions	COR-style access control is handled through RBAC (Roles & Permissions) scoped by Divisions. More granular and auditable than COR.

Avaya / Aspect Concept	Genesys Cloud Equivalent	Key Difference
Announcements / VAI	Architect Audio Prompts	Prompts are managed in Architect as TTS or uploaded audio files. No separate announcement board hardware.
ECH / UII (User-to-User Info)	Data Actions / Attributes	Interaction attributes and data passing between flows is done via Data Actions (API calls) or flow variables — not UII headers.
AES / CTI Link	Native API / Data Actions	Genesys has no separate CTI middleware layer. Screen pops, CRM integrations, and real-time data are handled directly via the Genesys Cloud API or built-in integrations.
Skill / Expert Agent Selection	ACD Skills + Routing Methods	Same concept — agents have skill proficiency levels (1-5). Queue routing uses Best Available, Most Idle, or Predictive routing to match.
VoIP Media Gateway	Edge (Cloud or On-Prem)	The Genesys Edge handles media, SIP signaling, and call recording. It can be a physical appliance, a virtual machine on AWS, or a Genesys-managed cloud Edge.
ARS / AAR Routing	Architect Flow + Trunks	Digit analysis and alternate routing are handled in Architect flows, not dial plan tables. Much more flexible — conditional logic, real-time data lookups.
Avaya Aura Conferencing	Genesys Cloud Collaborate	Internal conferencing, group chat, and video are handled natively in Genesys Cloud without a separate conferencing platform.

Architectural Mental Model Shift

From Avaya's Server-Centric Model →
Genesys Cloud's API-First Model

Avaya Aura architecture thinking:

PBX (CM) → AES → CTI App → Reporting Server → Admin Client

Genesys Cloud architecture thinking:

Everything is an API call → Browser UI → Cloud-native

There is no "server room" equivalent in Genesys Cloud for most functions. Configuration, routing logic, reporting, and administration are all browser-based and API-driven.

Infrastructure Hierarchy (Telecom Engineer View)

Genesys Concept	Telecom Equivalent	Purpose
Location	Physical building / site address	Defines the physical address used for emergency services (ELIN/911)
Site	PBX logical partition / tenant	Groups Edges and Phones. Usually one Site = one Location.
Edge	Media Gateway + SBC hybrid	Handles audio media, SIP signaling, DTMF, and call recording
Trunk	SIP Trunk / T1/PRI circuit	External connection to the PSTN, SBC, or legacy PBX

Location (Address / ELIN)

└ Site (Logical Hub)

└ Edge (Media + SIP Engine)

└ Trunk (PSTN / SBC / PBX connection)

BYOC Options — For Orgs Keeping Their SBC

Genesys offers two BYOC (Bring Your Own Carrier) models for orgs with existing SBC infrastructure:

Model	What It Means
BYOC Cloud	Your SBC connects to Genesys Cloud via the internet. Genesys manages the Edge in the cloud.

Model	What It Means
BYOC Premises	Your SBC connects to a Genesys Edge device on your premises. More control, more hardware.

Compatible SBCs include Oracle (ACME Packet), AudioCodes, Ribbon (formerly GENBAND/SONUS), and others.

Routing Logic Translation

Avaya Vector → Genesys Architect Flow

Vector Step	Architect Equivalent
goto step if...	Logical / Decision action
queue to skill	Transfer to ACD → Queue
busy / disconnect	Disconnect action
collect digits	Collect Input action
announcement	Play Audio action
goto vector	Call Flow action (invoke sub-flow)
adjunct routing	Data Action (API call to external system)

Key Architect Advantage Over Vectors

- Visual drag-and-drop — no scripting syntax to memorize
- Real-time API calls (Data Actions) built-in — no AES/CTI middleware needed
- Version control with Check In/Check Out
- Debug mode with call simulation
- Execution History for post-call flow tracing

Agent Experience Translation

Avaya Agent Concept	Genesys Cloud Equivalent
Agent logged into a station	Agent logged into browser (WebRTC) or registered SIP phone

Avaya Agent Concept	Genesys Cloud Equivalent
After Call Work (ACW)	After Call Work — configurable per queue (optional, mandatory, timeout)
Available / Busy / AUX	On Queue / Busy / Away / Break / etc. (admin-configurable statuses)
Skill assignment via CMS	ACD Skills assigned via Admin → People → ACD Skills tab (proficiency 1-5)
Supervisor monitoring (silent)	Supervisor joins interaction as silent monitor via Performance Views

Licensing Model Translation

Avaya Model	Genesys Cloud Equivalent
Port-based licensing	User-based licensing (per named user, per month)
Separate reporting license	Included in CX license tiers
Separate WFM license	WEM Add-on licenses (CX1 WEM Add-on I/II, or CX2/3 bundled)
One-time capex	SaaS subscription (OpEx model)

Study Scenario

Scenario: A new manager joins the Monterrey Support team. They need to:

1. Listen to their team's calls for coaching
2. NOT be able to see calls from the U.S. Sales team
3. Be able to create new agent screen pop scripts for their team

Genesys Solution:

- Assign the **Supervisor** role (+ User role) — enables silent monitoring and performance views
- Scope their role to the **Monterrey Support Division only** — blocks visibility into the U.S. Sales division
- Assign **Script Designer** permissions or the appropriate **Quality/Admin role** for script creation — scoped to their division

This mirrors a COR + skill group restriction in Avaya, but is implemented through Roles + Divisions in Genesys.

See Also

- **Architectural Build Order** — the recommended sequence for building a Genesys Cloud environment
 - **Telephony & Trunk Management** — BYOC Cloud and BYOC Premises configuration
 - **Architect Overview** — Architect flow building vs. Vector scripting
 - **Roles & Permissions** — RBAC model replacing COR-style access
 - **Divisions & Access Control** — scoping access by business unit
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