

Email — Domains & Routing

Topic	Detail
Navigation	Admin → Contact Center → Email
Purpose	Configure email domains, addresses, routing logic, and agent experience settings
Max Recipients	50 total (To + CC + BCC combined)
BCC Limit	Maximum 5 hidden recipients per email

Step 1 — Email Domains

Before receiving email, define the domain:

- Navigate to [Admin](#) → [Contact Center](#) → [Email](#) → [Domains](#)

Domain Type	Description
Genesys Cloud	Built-in subdomain (e.g., company.mypurecloud.com) — no DNS configuration required
Custom	Corporate domain (e.g., support@company.com) — requires DNS MX record or forwarding + DNS verification
Campaign/Agentless	Used specifically for outbound-only notifications — no inbound routing

“ Custom domains require DNS verification before Genesys Cloud can send or receive on your behalf.

Domains Dashboard



The screenshot shows the Domains Dashboard interface. At the top left, there is a blue button labeled '+ Add Domain'. Below it is a table with two columns: 'Name' and 'Type'. The first row of the table is highlighted with a red border and contains the text '.pure.cloud' under 'Name' and 'Genesys Cloud' under 'Type'. To the right of the table, there is an 'Actions' dropdown menu with options for 'Edit' and 'Delete'.

Name	Type	Actions
.pure.cloud	Genesys Cloud	Edit Delete

Add Domain

Domain Type
Genesys Cloud

Domain Name
NewDomain pure.cloud

Save Cancel

Email Addresses

Email Addresses Dashboard

+ Add Email Address

A domain can have a maximum of 1000 addresses

Email Address	Destination
No data available	

Step 2 — Email Address Configuration

Once the domain is defined, create specific email addresses:

Field	Description
Email Address	The inbound address customers use (e.g., <code>support@company.com</code>)
From Name	Friendly display name shown in the customer's inbox (e.g., "Global Support Team")
From Email Address	Address the recipient sees when an agent replies — must be verified within your Genesys Cloud domain

Field	Description
Reply To	Optional — overrides the From address when a customer clicks reply; useful for directing replies to a specific mailbox
BCC Recipients	Up to 5 hidden recipients on every outbound response — agents cannot see or remove these; count toward the 50-recipient limit
Email History	Controls whether the prior conversation thread is included in agent replies
Email Actions	Enables/disables Multiple Replies or Forwards within the same thread

Email History Options

Option	Behavior
Always	Automatically includes the full prior thread
Never	Sends a clean reply without history
Let Agent Decide	Provides the agent a toggle to include or exclude history

Step 3 — Routing & Handling Logic

Routing Option	Description
Route to a Queue	Directly assigns email to an agent group — can also set ACD Skills, Language, and Priority
Route to a Flow	Sends email to an Architect Inbound Email Flow for automated processing or keyword-based routing
Do Not Route	For outbound-only addresses — no inbound routing expected

Spam Routing

Option	Behavior
Route Spam to a Flow	Sends flagged emails to a specific Architect flow for manual supervisor review
Disconnect	Automatically drops spam so it never reaches an agent

Email Quick Reference

Field	Constraint
Max Recipients	50 total (To + CC + BCC)
BCC Limit	5 addresses maximum
Priority	Added to Time in Queue in minutes for routing rank
Spam Handling	Disconnect or Route to Flow
Enqueue Flow	Architect flow handling the email while it waits in queue

Email Address Details

Manage your Email Address Details

Email Address *

Email Address

@NewDomain.pure.cloud

From Name *

Name that appears to the recipient when an agent responds to an email.

Add From Name

From Email Address

Specify an email address that appears to the recipient when an agent responds to an email. This address must be configured in Genesys Cloud; previous Bcc and Reply To settings will be carried over with the specified email address.

Select an email address

Select a Domain

Reply To

This address overrides the 'Reply to' address the customer sees when replying to the original email. If you forward email to Genesys Cloud and want to exclude the forwarding address from replies, set the forwarding address as the Reply To. Field format: example@example.com

@NewDomain.pure.cloud

BCC Recipients

The specified recipients will be automatically added to the BCC list for outbound emails and cannot be removed by agents. Field format: example@example.com

Add BCC Recipients

Add address

Email History *

Include email history with the latest agent response. Options are:

- Always auto-include email history with each agent response
- Never include email history with each agent's response
- Let agents decide for each response

Enable Multiple Actions

Enable multiple reply and forward actions for the last email in the email thread

Off

Email Routing *

All email, except spam, will follow the specified route option.

- Always route to this flow
- Always route to this queue
- Do not route (outbound email only)

Spam Routing *

The system determines spam as potentially harmful emails. Specify an option for spam email.

- Route spam email to this flow
- Disconnect all email that is detected as spam

Use Email Signature Off

Queue Email Tab Settings

These settings are configured per queue under the **Email tab** of the Queue configuration:

Field	Description
Service Level & Target	SLA goal — typically set in hours (e.g., 90% within 4 hours)
Alerting Timeout	Seconds email flashes on agent screen before moving to next agent

Field	Description
Auto-Answer	Enabled = email workspace opens immediately; best for high-volume environments
Outbound Email Address	Address recipients see when an agent replies from this queue
Email Domain	Verified domain used for outbound email
In-Queue Email Flow	Architect Inbound Email Flow — can perform keyword routing
Default Script	Script displaying customer history or canned response suggestions
Auto-Reply	Sends an immediate acknowledgement before an agent reviews the email

Interview Cheat Sheet

Question	Answer
What are the three domain types?	Genesys Cloud (built-in), Custom (DNS verified), Campaign/Agentless (outbound only)
Max total recipients per email?	50 (To + CC + BCC combined)
Max BCC recipients?	5
How does Priority affect email routing?	It adds minutes to the Time in Queue for ranking
What are the spam routing options?	Disconnect or Route to Flow
What must be done before using a custom domain?	DNS verification

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