

Genesys - Architect - Call Flow UI Overview

“ The Architect call flow editor contains multiple UI sections that define how calls are processed, routed, and managed. These sections appear in the left navigation panel, toolbox, and configuration panels within the call flow editor.

Flow Configuration Panel (Left Navigation)

Section	Description
Starting Task	Entry point of the flow. The first logic executed when a call arrives — typically used for initial checks such as caller identification, block lists, or routing decisions.
Settings	Defines default behavior for the flow including timeout handling, event handling, and fallback routing logic if unexpected errors occur.
Menu Defaults	Defines standard IVR behavior such as how many times a menu repeats and how long the system waits for caller input before timing out.
Supported Languages	Configures the languages available in the flow. Each language can use pre-recorded prompts or text-to-speech engines.
Speech Recognition	Enables or disables voice recognition so callers can speak commands instead of using DTMF keypresses.
Resources	Displays variables used in the flow including system variables (such as caller ANI) and user-created variables used for routing logic.
Prompts	Lists audio prompts referenced directly in the flow such as greetings, announcements, or menu prompts.

Section	Description
Dependencies	Displays resources used by the flow such as prompts, data tables, or tasks to prevent accidental deletion of required objects.
Reusable Menus	Stores reusable IVR menus that can be called from multiple parts of the flow to simplify management and reduce duplication.
Reusable Tasks	Stores reusable logic blocks used for background processing such as schedule checks or routing decisions.

Architect Toolbox Categories

“ The **Toolbox** contains all actions used to build call flow logic. It is available on the flow's main page and inside the task editor. Categories are collapsible, and a search bar lets you quickly filter and find any action by name. Action availability varies by Genesys Cloud **license plan** and **flow type**.

Category	Description
Audio	Plays prompts, text-to-speech, or other audio to the caller. Also handles whisper audio to agents, transcription, audio monitoring, and flushing queued audio.
Bot	Integrates conversational bots such as Genesys Dialog Engine Bot Flows, Amazon Lex, Google Dialogflow (ES and CX), Nuance Mix, or external voice bots via Audio Connector.
Common	Executes logic stored in a previously created Common Module flow, allowing shared logic to be reused across multiple flows.
Customer Secured Data	Handles sensitive data within flows using encryption. Includes Get Secured Data, Set Secured Data, Encrypt Data, and Decrypt Data.
Data	Retrieves or manipulates data from external services, APIs, or internal data tables. Includes Call Data Action, Data Table Lookup, Collect Input, Update Data, Set/Get Participant Data, Set UUI Data, Call Decision Table, Get/Set SIP Headers, and Set External Tag.
Dial	Enables Dial by Extension, allowing callers to dial and be transferred to a specific extension directly.
Disconnect	Ends the call or interaction. Used as the terminal action when no further routing is needed.

Category	Description
External Contacts	Retrieves information from the Genesys Cloud External Contacts system. Includes Get External Contact, Get External Organization, and Promote External Contact.
Find	Dynamically locates resources at IVR runtime by name or ID. Includes Find Queue, Find Queue by ID, Find User, Find User by ID, Find Users by ID, Find Group, Find Skill, Find Language Skill, Find Schedule, Find Schedule Group, Find Emergency Group, Find System Prompt, Find User Prompt, and Find Utilization Label.
Flow	Interaction-level actions including Create Callback, Set Screen Pop, Set Wrap-Up Code, Set Language, Set/Clear Post-Flow, Initialize/Set Flow Outcome, Add Flow Milestone, Set/Clear Utilization Label, and Enable Participant Recording.
Logical	Decision-making and schedule-based routing. Includes Decision (if/else), Switch, Evaluate Schedule, and Evaluate Schedule Group.
Loop	Repeats sections of a task sequence. Includes Loop, Next Loop, and Exit Loop. Supports fixed count, collection iteration, and condition-based looping.
Menu	Creates IVR menus where callers choose options via DTMF keypresses or speech recognition. Includes Menu, Jump to Menu, and Previous Menu.
Task	Groups related actions into reusable routines. Includes Task, Call Task, Jump to Reusable Task, and End Task.
Transfer	Routes callers to a destination. Includes Transfer to ACD (queue), Transfer to User, Transfer to Number, Transfer to Group, Transfer to Flow, Transfer to Secure Flow, and Transfer to Voicemail.

“  **Note:** The **Communicate** category does not exist in inbound call flows. Action availability differs across flow types (inbound, outbound, in-queue, bot, email, message, etc.) and Genesys Cloud license plans.

Toolbox Actions – Common Examples

Audio

Action	Description
Play Audio	Plays a prompt or text-to-speech message to the caller.
Play Audio on Silence	Plays a message to completion when silence is detected.
Flush Audio	Clears any queued audio within the call flow.
Set Whisper Audio	Plays a message to the agent before they answer the call to indicate which queue the caller came from.
Transcription	Enables the voice transcription feature for the call flow.
Audio Monitoring	Starts or stops streaming conversation audio to a third-party service for real-time analysis.

Bot

Action	Description
Call Bot Flow	Launches an existing Genesys Dialog Engine Bot Flow within the call flow.
Call Lex Bot / Call Lex V2 Bot	Integrates Amazon Lex (v1 or v2) for self-service and intent processing.
Call Dialogflow Bot / Call Dialogflow CX	Integrates Google Dialogflow (ES or CX) for self-service and intent processing.
Call Nuance Bot	Integrates a Nuance Mix bot into the call flow.
Call Audio Connector	Streams conversation audio to an external voice bot and returns audio back to Genesys Cloud.

Common

Action	Description
Call Common Module	Executes reusable logic stored in a previously created Common Module flow. Allows shared logic to be maintained in one place and referenced across multiple flows.

Customer Secured Data

Action	Description
Get Secured Data	Retrieves a secured data attribute from an interaction participant.
Set Secured Data	Assigns a secured data attribute value to a call participant.
Encrypt Data	Encrypts sensitive data using your organization's encryption key.
Decrypt Data	Decrypts previously encrypted data within a flow.

Data

Action	Description
Call Data Action	Retrieves customer data from a default or custom data actions integration (e.g. Salesforce, external API).
Call Decision Table	Executes a rule-based decision table previously configured by an administrator.
Collect Input	Prompts a caller to enter a string of digits (e.g. account number).
Data Table Lookup	Retrieves a value stored in a Genesys Cloud data table.
Get Participant Data	Retrieves a participant attribute previously set on the interaction.
Set Participant Data	Sets a named attribute value on the call participant — persists across flows and is accessible to agents and integrations.
Update Data	Assigns or modifies flow or task-level variables.
Set UUI Data	Passes User-to-User Information (UUI) data through transfer and disconnect actions.
Get SIP Headers / Get Raw SIP Headers	Retrieves BYOC Cloud SIP headers for use in routing logic.
Set External Tag	Associates the interaction with a record in an external CRM or system of record (SOR).

Dial

Action	Description
Dial by Extension	Allows the caller to dial a specific extension and be transferred directly to it.

Find

Action	Description
Find Queue / Find Queue by ID	Dynamically locates a queue by name or ID at IVR runtime.
Find User / Find User by ID / Find Users by ID	Locates a specific agent or multiple agents at runtime.
Find Group	Retrieves a Genesys Cloud group at runtime.
Find Skill	Finds an ACD skill by name at runtime for use with Transfer to ACD routing.
Find Language Skill	Retrieves a language skill at runtime for use with Transfer to ACD routing.
Find Schedule / Find Schedule Group	Retrieves a schedule or schedule group at runtime for dynamic routing decisions.
Find Emergency Group	Retrieves an emergency group at runtime.
Find System Prompt / Find User Prompt	Dynamically looks up a prompt by name for playback.
Find Utilization Label	Dynamically retrieves a utilization label by name at runtime.

Flow

Action	Description
Create Callback	Offers callers the option to receive a callback instead of waiting in queue.
Set Screen Pop	Selects a predefined script to display to the agent when the interaction arrives.
Set Wrap-Up Code	Automatically assigns a wrap-up code to the interaction.
Set Language	Allows callers to select the language in which they hear prompts.
Set Post-Flow / Clear Post-Flow	Assigns or removes a post-flow action (e.g. voice survey or transfer) that executes after the interaction ends.
Initialize Flow Outcome / Set Flow Outcome	Tracks and sets success or failure outcomes for analytics and reporting.
Add Flow Milestone	Adds a milestone marker to the flow for granular reporting and customer journey tracking.
Set Utilization Label / Clear Utilization Label	Dynamically applies or removes a utilization label on the interaction.
Enable Participant Recording	Gives callers the option to consent to call recording.

Logical

Action	Description
Decision	Routes the flow based on a true/false condition (if/else).
Switch	Routes the flow based on multiple possible case values.
Evaluate Schedule	Routes calls based on whether a schedule is open, closed, or in a holiday state.
Evaluate Schedule Group	Routes calls using a schedule group that combines multiple schedules.

Loop

Action	Description
Loop	Repeats a series of actions before continuing to the next action. Supports fixed count, collection iteration, and condition-based modes.
Next Loop	Skips the remaining actions in the current iteration and moves to the next.
Exit Loop	Exits the loop entirely and continues execution with the next action after the loop.

Menu

Action	Description
Menu	Creates an IVR submenu where callers select options by pressing a digit or speaking a valid speech recognition entry.
Jump to Menu	Transfers the caller immediately to a designated menu within the flow.
Previous Menu	Returns the caller to the menu they came from.

Task

Action	Description
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Task	Groups related logic steps into a named routine within the flow.
Call Task	Executes another task within the same flow.
Jump to Reusable Task	Executes a previously created reusable task.
End Task	Ends execution of the current task and returns control to the calling action.

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Transfer

Action	Description
Transfer to ACD	Sends the interaction to a queue for agent routing. Supports preferred agents, skills-based routing, and pre-transfer audio.
Transfer to User	Sends the call directly to a specific agent or user.
Transfer to Number	Transfers the call to an external phone number.
Transfer to Group	Transfers the call to a Genesys Cloud group.
Transfer to Flow	Transfers the call to another Architect call flow.
Transfer to Secure Flow	Transfers to a secure call flow for handling sensitive data such as payment card information.
Transfer to Voicemail	Sends the caller directly to a voicemail destination.

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Workspace UI Components

Component	Description
Canvas	The main visual area where flow components are placed, arranged, and connected to build interaction logic.
Connections	Visual lines representing the execution path between flow components, updated as components are linked.
Properties Panel	Displays configuration options for the currently selected component.
Validation	Checks the flow for configuration errors. Red = must fix before publishing; yellow = warning, publishing still allowed.

Component	Description
Debug Tool	Activates a testable version of the flow reachable via SIP address (YourFlowName-debug@localhost) to hear the flow from the caller's perspective before publishing. English-language flows only.

“ **Limits reminder:** The maximum number of actions Architect runs per flow invocation is **10,000**. If exceeded, the flow enters error handling (default: disconnect). Flow authors can configure an alternative path such as Transfer to ACD, Jump to Menu, or Jump to Reusable Task — Architect grants an additional 1,000 actions for error handling. Exceeding that limit results in a silent disconnect.

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