

Global Settings

“ Global Settings control the foundational behavior of your Genesys Cloud organization — how the platform identifies users, what language and region it operates in, and where internal issues are reported. These settings are configured under **Admin** → **Account Settings** → **Organization Settings** → **Settings**.

Organization Details

These fields identify your specific Genesys Cloud instance. Most are view-only after provisioning. Administration

Setting	Description	Editable?
Organization Name	The display name of your org shown across the platform.	<input type="checkbox"/> Yes
Organization ID	A unique, system-generated identifier for your cloud instance. Used in API calls and support tickets.	<input type="checkbox"/> No
Short Name	A URL-safe identifier used in your Genesys Cloud login URL (e.g. <code>yourcompany.mypurecloud.com</code>).	<input type="checkbox"/> No
Default Site	The telephony site assigned as the default for new users.	<input type="checkbox"/> Yes

“ **Note:** If you are unsure of your Organization Short Name, navigate to **Admin** → **Account Settings** → **Organization Settings**. You will need it when configuring BYOC trunk integrations and SSO providers.

Geolocation Detection

Setting	Description
Geolocation Detection	When enabled, Genesys Cloud automatically detects and displays user physical locations on the directory and presence map. Can be toggled off for privacy or compliance reasons.

“ **Default:** On. Toggle off under **Admin** → **Account Settings** → **Organization Settings** → **Settings** → **Turn off location detection**.

Default Language & Country Code

These settings establish the regional baseline for the entire organization. They affect system-generated emails and phone number formatting across the platform.

Setting	Description	Impact
Default Language	Sets the language used for system-generated emails such as user invitations and password reset messages.	System emails, platform UI default for new users
Default Country Code	Sets the default international dialing prefix for phone number formatting (e.g., +1 for United States, +52 for Mexico).	Phone number display, E.164 formatting, DID assignment

“ **Important:** The Default Country Code does not restrict which countries agents can dial. It only determines how phone numbers without an explicit country prefix are interpreted and formatted.

Issue Submission Destination

Setting	Description
Issue Submission Destination	Defines where feedback and issue reports submitted by users through the in-app Help → Report a Problem feature are sent. Can be directed to an internal email address or ticketing system instead of Genesys Support.

Useful for organizations that want to triage user-reported issues internally before escalating to Genesys Care.

Invite Links

Setting	Description
Invite Link Configuration	Controls how new user invitation emails are generated and whether invitation links expire. Administrators can configure link behavior when onboarding users manually or via CSV import.

Free Seating

Setting	Description
Free Seating	When enabled, agents are not assigned a fixed physical phone. Instead, they log in and the system dynamically assigns them to whatever phone they are using. Reduces the need to pre-assign individual phone profiles to every user.

“ **Note:** Free Seating must be enabled at the org level before it can be applied to individual users. Requires compatible phone base settings.

Voicemail Settings

These settings apply to all users in the organization unless overridden at the user level.

Setting	Description	Default
Voicemail PIN	Requires users to set and enter a PIN to access their voicemail. Can be disabled org-wide if your security policy does not require it.	On

Setting	Description	Default
Voicemail Timeout	Number of seconds a call rings before being forwarded to voicemail.	Configurable
Maximum Voicemail Length	Sets the maximum duration (in seconds) of a voicemail message a caller can leave.	Configurable
Voicemail Transcription	When enabled, Genesys Cloud transcribes voicemail audio to text and includes it in email notifications.	Off
Voicemail Notifications	Sends an email notification to the user when a new voicemail is received.	Configurable
Allow PII in Voicemail Email Notifications	When enabled, the voicemail email notification includes the caller's phone number and name. Disable for environments with strict PII handling requirements.	Off

Default Text-to-Speech (TTS) Engine


Setting	Description
Default TTS Engine	Sets the organization-wide TTS engine used in Architect flows when no specific engine is defined at the flow level. Options include Genesys TTS, Google TTS, and Microsoft Azure TTS (the latter two require AppFoundry integration).

“ **Note (March 2026):** Genesys plans to end native Enhanced TTS support for select Google and Microsoft voices on **August 5, 2026**. After that date, those voices require a third-party TTS integration via AppFoundry under the BYOT-A billing model. Plan accordingly if your flows use Google Standard or Microsoft voices.

Summary — What Lives Here vs. Other Pages

Setting Area	This Page	Other Page
Org ID, name, short name	☐	—
Geolocation	☐	—
Default language / country code	☐	—
Invite links / free seating	☐	→ Onboarding & Access
Voicemail settings	☐	→ Onboarding & Access (detail)
Default TTS engine	☐	→ Architect & Call Flows (usage)
Security & compliance	—	→ Security & Compliance
Password policy / SSO / MFA	—	→ Security & Compliance
Secondary statuses	—	→ Status & Presence Management
Routing behaviors	—	→ Technical Routing Behaviours
Role backfill / division-aware roles	—	→ Security & Compliance
Execution data retention	—	→ Technical Routing Behaviours

Organization Details Settings Authentication Status Management



Company Name

Short Name

Advanced ▾

Organization ID

Can be used to pinpoint your organization by support staff

Global Settings

ON

Geolocation Detection

When ON, users' geolocation is displayed if they choose to share their current location. When OFF, geolocation is disabled for everyone.

Default Language

The language used for notification emails such as new user invites and password resets.

English

Default Country Code

The default country code that is used when adding certain phone numbers.

United States

Issue Reporting Email Address

Distribution email address for "Report an Issue" submission. Only one email address can be specified.

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