

# Group Telephony & Routing

**Navigation:** Admin → Directory → Groups → [select group] → Calls tab **Prerequisite:** A General Group must exist before telephony can be configured on it.

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## What Is Group Telephony?

Group Telephony allows a General Group to have its own phone number or internal extension. When that number is called, Genesys routes the interaction to group members using one of three call route methods.

“ **i** Group Telephony applies to **General Groups** (Official or Social) only. Work Teams and Skill Expression Groups do not support direct telephony configuration.

## Enabling Calls on a Group

1. Admin → Directory → **Groups**
  2. Open the target group
  3. Toggle **Enable Calls** to On (found on the left panel or top of the group profile)
  4. Click **Edit** next to the phone settings
  5. Configure the fields below
  6. Click **Save**
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## Phone Configuration Fields

Field	Description
<b>Phone Number / Extension</b>	Assign a DID (external) or internal extension to the group

Field	Description
<b>Call Route Type</b>	How incoming calls are distributed to members — see below
<b>Backup Group</b>	A secondary group that receives calls if no member in the primary group answers

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# Call Route Types

This is the most important setting in Group Telephony. Choose one of three methods:

## Broadcast

- Rings **all group members simultaneously** (up to 1,000 members)
- First member to answer gets the call
- Best for: urgent notifications, on-call teams, small groups where speed matters

## Sequential

- Rings members **one by one** in a defined list order
- Moves to the next member only if the current member does not answer
- Best for: tiered support escalation, defined coverage order

## Rotary (Round-Robin)

- Rings the **next person in the list** based on who took the last call
  - Distributes load evenly across the group over time
  - Best for: shared coverage teams where equal distribution matters
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# Backup Group

If no member in the primary group answers, calls can overflow to a **Backup Group**.

- The backup group must already exist before it can be assigned
- The backup group uses its own Call Route Type independently
- Useful for: after-hours coverage, overflow to a supervisor group, redundancy

# Group Voicemail (Optional)

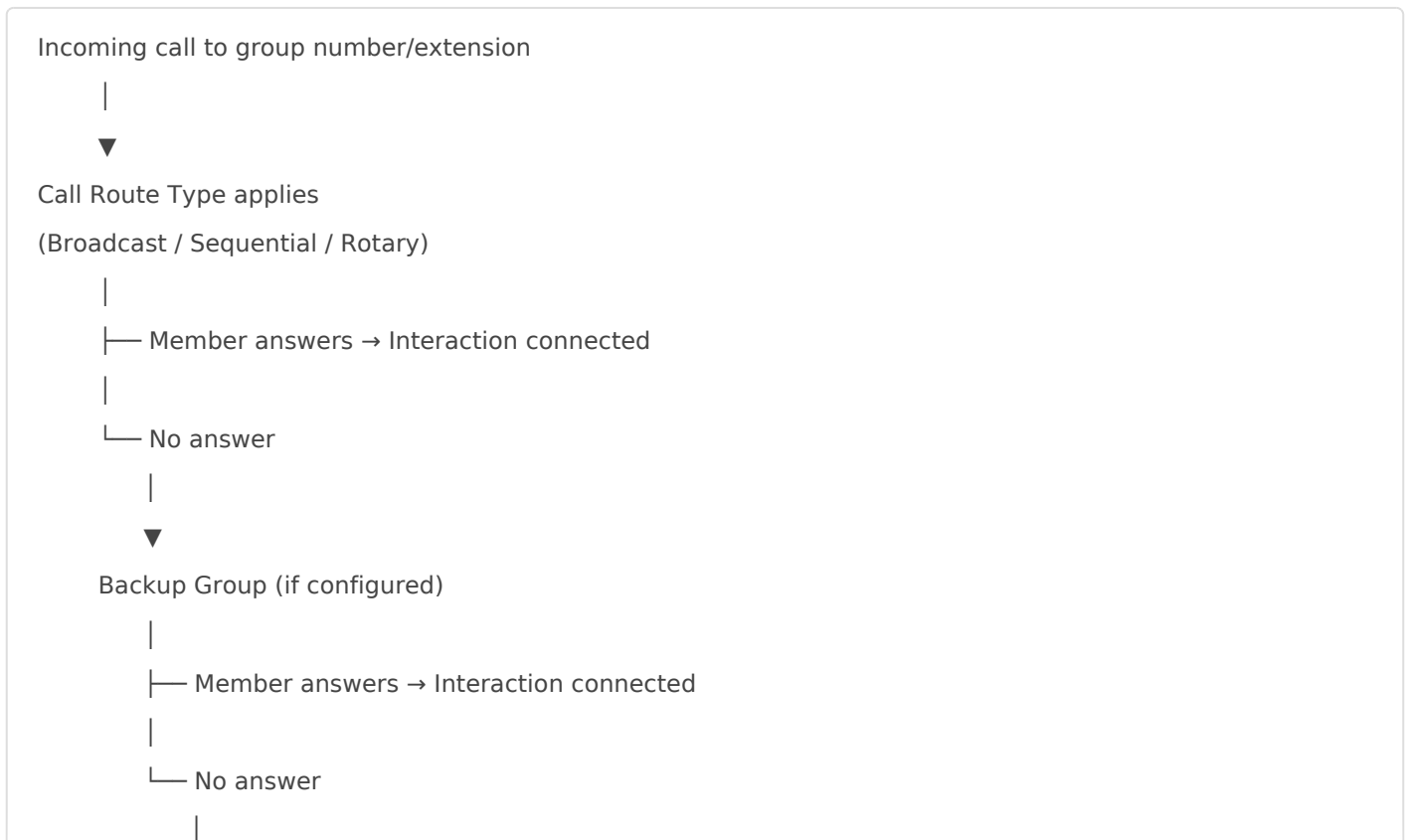
If no one answers — including the backup group — calls can fall to a group voicemail box.

## To configure:

1. Toggle **Voicemail** to On on the group profile
2. Configure the following:

Setting	Description
<b>Greeting</b>	Click the red record button to record live, or upload a <code>.wav</code> file
<b>Email Notifications</b>	Sends an alert to group members when a new voicemail arrives
<b>Transcription</b>	Includes a text version of the voicemail in the email notification (if available for your org)

# Call Routing Flow (Summary)



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Group Voicemail (if enabled)

# Key Differences: Group Telephony vs. ACD Queues

Feature	Group Telephony	ACD Queue
Routing engine	Simple list-based (broadcast/sequential/rotary)	Full ACD (skills, priority, utilization)
Agent availability check	No — rings regardless of status	Yes — only routes to available agents
Reporting	Basic	Full performance views
Architect flow integration	No	Yes
Best for	Internal teams, small groups, direct extensions	Contact center interactions

## Permissions Required

Action	Permission
Configure group telephony	Directory > Group > Edit
Assign phone numbers to groups	Telephony admin access may be required for DID assignment

## See Also

- **Groups (People & Permissions)** — creating and managing the group itself
- **Queue & Routing Management** — full ACD routing for contact center interactions
- **Work Teams** — supervisor-managed agent groups (no telephony)

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