

Locations & Floor Plans

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What Are Locations?

Locations represent **physical addresses** in Genesys Cloud. They serve two distinct purposes:

1. **Emergency Services (911/112)** — Locations are the source of address data sent to emergency dispatchers when a user dials an emergency number. This is the most critical function.
 2. **User Directory** — Locations appear on user profiles and are searchable in the org directory, helping colleagues find where someone is physically based.
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Infrastructure Relationship

Locations connect the physical world to Genesys telephony:

Location (Physical Address)

└ Site (Logical Telephony Hub)

└ Edge (Telephony Engine — handles audio, SIP, recording)

└ Trunk (External connection to PSTN / SBC / PBX)

“ ⚠ A **Site must be linked to a Location** for emergency (911) routing to work. Without this link, Genesys cannot send the correct address to emergency dispatchers.

Creating a Location

1. Admin → Directory → **Locations**

2. Click **Add Location**
3. Fill in:

Field	Notes
Name	Descriptive name (e.g., "Monterrey HQ", "Dallas Office Floor 3")
Site Contact	A user in your org who is the primary contact for this building
Address	Physical street address — used for emergency services
Location Image	Optional building photo — JPEG, PNG, or GIF, max 10MB

4. Click **Save**

“ ⚠ **Do not put floor numbers in the main address field.** Use the dedicated **Floors** section instead. Mixing floors into the address breaks emergency routing accuracy.

Emergency Services Configuration

This is the highest-priority section for both production deployments and the admin exam.

In the **Location Details** tab after saving the location:

1. Toggle **Make this location available for use on sites** → **On**
2. Enter the **Emergency Number** — the callback number sent to emergency services
3. Choose the **ANI (Automatic Number Identification) logic**:

ANI Option	Behaviour
Use as the ANI only if the phone or user doesn't have one	Fallback — uses the location's emergency number only when the individual user has no assigned DID
Always use as the ANI	Override — forces this location's number to be sent to dispatchers regardless of the user's personal extension

4. Click **Save**

Why ANI Matters

In multi-line environments (large offices, contact centers), emergency dispatchers need the building address — not a random agent's personal extension. The ANI setting ensures the dispatcher receives a number that maps to the correct physical location so emergency responders go to the right place.

Genesys uses **ELIN (Emergency Location Identification Number)** for this. When a user at a Site dials 911, Genesys looks up the Location linked to that Site and sends the configured ELIN/ANI to the dispatcher.

Adding Floors & Floor Plans

Best practice: Add multiple floors to a single Location rather than creating a separate Location per floor.

To add a floor:

1. In the location record, scroll to the **Floors** section
2. Click **Add Floor**
3. Click **Upload a new floor plan** and upload an image of the floor layout
4. Click **Save**

Supported formats: JPEG, PNG, GIF — **max 10MB per image**

User Pins

Once a floor plan is uploaded, **users can drop a pin on the map** from their own profile to mark their exact desk location. This is not admin-controlled — it is self-service per user.

Why floor plans matter beyond aesthetics:

- In an emergency, supervisors can see exactly where each agent is sitting
 - Speeds up emergency responder navigation in large facilities
 - Helps remote managers understand physical seating arrangements
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Location Visibility in the Directory

When a location is assigned to a user's profile:

- It appears on their directory profile card

- It is searchable — colleagues can find people by location name
 - It displays the floor plan pin if the user has set one
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Quick Reference — Key Facts

Feature	Detail
Primary purpose	Emergency routing + user directory
Emergency standard	ELIN (Emergency Location Identification Number)
Site link required for 911	Yes — Site must reference the Location
Floor plan formats	JPEG, PNG, GIF
Floor plan max size	10MB
Floor best practice	Add floors to one Location — do not create a new Location per floor
ANI override option	"Always use as the ANI" — forces location number to dispatch
User pin	Self-service — users set their own pin on their profile

See Also

- **Architectural Build Order** — Locations are created in Phase 1 (Global Foundation) before Sites and Edges
 - **Telephony & Trunk Management** — Sites, Edges, and Trunks that reference Locations
 - **User Profile Management** — where the Location field appears on user profiles
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