

Phone Management

Section	Description
Feature Area	Telephony Infrastructure
Navigation	Admin → Telephony → Phone Management
Alt Navigation	Menu → Digital and Telephony → Telephony → Phone Management
Primary Function	Configure, provision, and manage the physical and software phones used by agents to make and receive calls

Genesys Cloud supports multiple phone types. Phone Management is where administrators create phone records, assign base settings, connect phones to sites, and manage provisioning.

Study Notes

Topic	Explanation
Phone Management	Admin area for creating and managing phone configurations — assigns phones to users and sites
Base Settings	A reusable configuration profile applied to phones — defines codec, DTMF method, TLS settings, Quality of Service, and more
Site	A logical grouping of telephony resources (trunks, number plans, outbound routes) — phones are assigned to a site
Provisioning	The process of automatically delivering a phone's configuration from Genesys Cloud to the physical device
Zero Touch Provisioning (ZTP)	Managed phones can self-configure by contacting the Genesys provisioning server on first boot
Hardware ID	The identifier used to associate a phone record with a physical device (e.g., MAC address for hardware phones, FQDN for softphones)
Line Keys	Configurable buttons on a hardware phone — can be assigned to speed dial, BLF (Busy Lamp Field), or line registrations
HELD	HTTP-Enabled Location Delivery — protocol allowing Poly phones to retrieve precise location from a LIS server for E911 accuracy

Four Phone Categories

Category	Description	Configuration	Use Case
Managed	Genesys Cloud controls the full configuration — provisioned via HTTPS with TLS and redundancy	Configured entirely in Genesys Cloud via Phone Management and Base Settings	Hardware desk phones (Poly VVX, Poly Edge E, AudioCodes)
Unmanaged	Phone registers with Genesys Cloud but is configured externally	Only basic SIP connection info in Genesys Cloud; uses a generic SIP base settings profile	Any SIP-compliant device; FXS analog adapters
WebRTC	Browser-based softphone — no hardware or separate software required	Enabled per-user; headset connected to computer	Agents working in browser; remote workers
Remote	An external phone number or SIP address (e.g., cell phone)	Configured as a remote number — calls are bridged to the remote device when an interaction is accepted	Mobile workers; home phones; non-networked devices

Managed vs Unmanaged — Key Differences

Attribute	Managed	Unmanaged
Configuration source	Genesys Cloud (provisioned via HTTPS)	External to Genesys Cloud
Default base settings profiles	Yes — Genesys provides model-specific defaults	No — uses generic SIP profile
TLS / SRTP	Automatic via provisioning	Possible but requires manual configuration
Redundancy (primary + secondary SIP)	Automatic	Possible but not automatic
Mutual authentication (Genesys Cloud Voice)	Standard	Not supported
ZTP support	Yes	No
Examples	Poly Edge E, Poly VVX, AudioCodes	Generic SIP devices, FXS adapters

WebRTC Phones

Attribute	Detail
No hardware required	Runs entirely in the browser
No software download	Built into Genesys Cloud web app
Setup	Enable WebRTC phone per user; connect a headset
Creates a dedicated phone line	Provisioning a WebRTC phone creates a specific phone line for that user
Recommended for	Remote workers, browser-first environments

Remote Phones

Attribute	Detail
What it is	An external phone number or SIP address used to connect a user to Genesys Cloud calls
How it works	When a call is placed/answered in the browser, Genesys Cloud calls the remote number to bridge the connection
Routing	Follows the site's numbering plans and outbound routes
Typical use	Mobile workers, agents who use personal cell phones

Navigation and Configuration

Task	Path
Open Phone Management	Admin → Telephony → Phone Management
View/manage phones	Phone Management → Phones tab
View/manage base settings	Phone Management → Base Settings tab
Add a phone	Phone Management → Phones → Add Phone
Assign base settings to a phone	Select phone → choose Base Settings profile
Assign phone to a site	Select phone → choose Site
Restart a phone	Phone Management → select phone → Restart
Log out a phone	Phone Management → select phone → Log Out

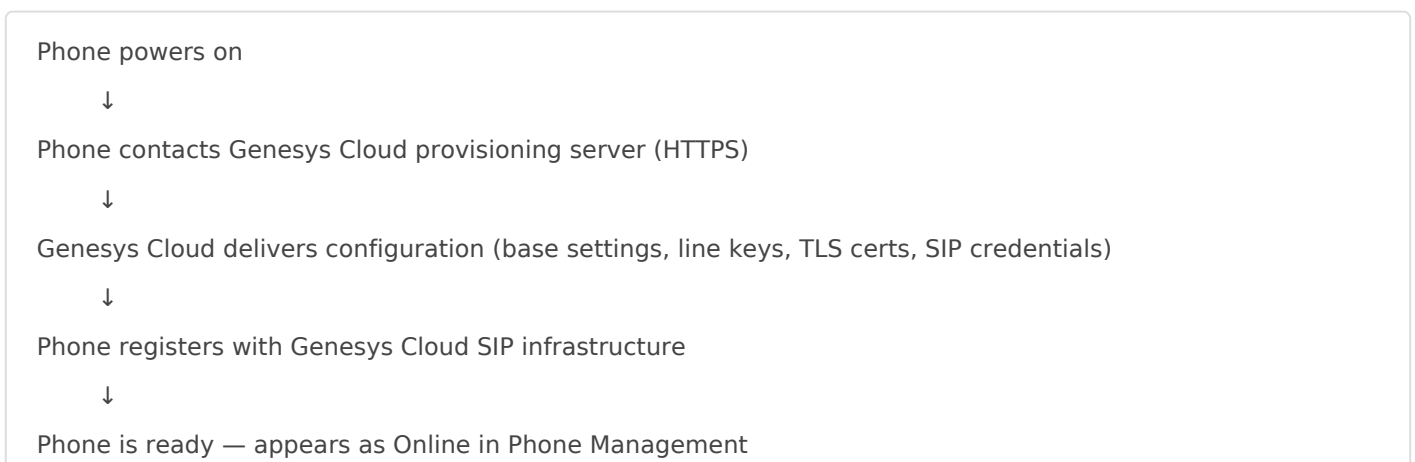
Task	Path
Migrate base settings	Phone Management → select phones → Migrate Base Settings

Base Settings

Base Settings are reusable configuration templates applied to one or more phones of the same model. They define:

Setting Category	Examples
General	Dynamic Reload (auto-updates without manual restart)
Media / Quality of Service	DSCP value for RTP packets; RTP Audio Port Start Range (default 4000; range 1024-65,535)
Codecs	Preferred codec list (MIME format, priority-ordered)
DTMF	RTP Events (out-of-band, RFC 4733 — default) or In-band Audio; payload type 96-127 for RTP Events
Security	TLS certificate authority selection; mutual authentication
Provisioning	Firmware version; firmware update settings
E911 / HELD	Enable HELD; provide LIS URL and Emergency Routing Service Account ID (for Poly VVX, CCX, Edge E)

Managed Phone Provisioning Process



Supported Managed Phone Brands (Examples)

Brand	Example Models
Poly (formerly Polycom)	Poly Edge E Series (E100/E220/E300/E320/E350/E400/E450/E500/E550) · VVX Series · SoundPoint IP · SoundStation
AudioCodes	Various models (note: some AudioCodes models are incompatible with Genesys Cloud Voice/BYOC Cloud)
Spectralink	84-Series (incompatible with Genesys Cloud Voice/BYOC Cloud)

“ **Compatibility note:** Most managed phones are compatible with Genesys Cloud Voice and BYOC Cloud. Some AudioCodes models and certain older SoundPoint models are incompatible — refer to the Genesys Cloud Voice / BYOC Cloud compatible phones matrix before purchasing.

Phone Management Operations

Operation	Description
Add Phone	Create a new phone record; assign name, base settings, site, and hardware ID
Import Phones	Bulk import via CSV
Restart Phone	Sends a restart command to the managed phone over the network
Log Out Phone	Logs the user off the phone remotely
Migrate Base Settings	Move phones to a different base settings profile (e.g., after a model upgrade)
Edit Phone	Change name, base settings, site assignment, line key configuration
Check Status	View online/offline status for each phone
Filter	Filter phone list by site, base settings, status, or name

Permissions

Permission	Purpose
Telephony > Plugin > All	Full access to telephony admin including Phone Management
Telephony > SitesManagedPhones > View/Add/Edit/Delete	Phone-specific permissions

Key Takeaways

Topic	Summary
Phone categories	Managed · Unmanaged · WebRTC · Remote
Managed phones	Fully provisioned by Genesys Cloud via HTTPS — TLS, redundancy, ZTP automatic
Unmanaged phones	Configured externally; only SIP registration info in Genesys Cloud; uses generic profile
WebRTC	Browser-based; no hardware; headset required; per-user enablement
Remote	External number (cell phone, SIP address) bridged to calls
Base Settings	Reusable profile — codec, DTMF, TLS, QoS, firmware, HELD
Navigation	Admin → Telephony → Phone Management
Phones tab	Manage individual phone records
Base Settings tab	Manage configuration templates

Revision #1

Created 13 March 2026 17:46:00 by Cesar Gzz

Updated 13 March 2026 17:46:07 by Cesar Gzz