

Technical & Routing Behaviours

“ These settings control low-level ACD engine behavior — how agent stations are managed, how skills travel with interactions during transfers, how agents are scored in queue, and global media defaults. Configured under **Admin → Account Settings → Organization Settings → Settings → Contact Center Settings**.

Navigation Path

Step	Path
1	Click Admin
2	Under Account Settings , click Organization Settings
3	Click the Settings tab
4	Locate the Contact Center Settings section

1. Station & Presence Behavior

Free Seating

Telephony

OFF

Free Seating

Toggle whether offline agents' assigned stations are freely available for use.

OFF

Voicemail PIN

Toggle whether a PIN is always required for accessing voicemail, even from phones associated with the given mailbox.

Timeout Seconds

The number of seconds to alert the user before the call rolls over to voicemail.

18

Maximum Voicemail Length

Set the maximum allowed length of a voicemail in whole minutes.

3

Default TTS Engine

Genesys TTS

Language Overrides

Language ▾	Engine	Voice
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Setting	Description
Free Seating	When enabled, a station (WebRTC or physical phone) is released once an agent goes offline, making it available for the next user who logs in. When disabled, stations remain assigned to specific users and are not shared.

Use cases:

Scenario	Recommended Setting
24/7 contact center with shift rotations sharing physical workstations	Enabled
Dedicated desks — one agent per station permanently	Disabled
Hot-desking environments or work-from-home with shared profiles	Enabled

“ **Note:** Free Seating must also be enabled at the org level before it can be applied to individual user profiles. Requires compatible phone base settings. See **Onboarding & Access** page for the user-level configuration.

ACD Routing Score Reset

Setting	Description
Reset routing score after presence change	When enabled, an agent's idle time counter resets to zero whenever they change their presence status (e.g., Available → Away → Available). This sends them to the back of the queue priority order. When disabled, agents retain their accumulated idle time through status changes.

How routing score works:

Genesys Cloud uses idle time to determine which agent receives the next interaction. The agent with the longest idle time (most idle) is prioritized.

Configuration	Behavior
Reset enabled	Agent goes Available → Away → Available = starts at zero idle time, goes to back of the line
Reset disabled	Agent retains accumulated idle time through the status change, keeps their queue position

“ **☐ Telecom note:** This is the Genesys equivalent of an Avaya "Most Idle Agent" reset. Use Reset for strict fairness enforcement; disable it to avoid penalizing agents for brief unavoidable status changes (e.g., system-triggered Away).

2. Routing & Transfer Logic

Skill Stripping on Blind Transfers

Setting	Description
Strip skills from voice interactions on blind transfers by agents	When enabled, all ACD skill requirements attached to an interaction are removed when an agent performs a blind transfer to a queue. The interaction arrives at the target queue with no skill requirements, making it eligible for any available agent in that queue.

Default behavior (skill stripping OFF):

When an agent transfers an ACD call to a queue, Genesys Cloud remembers both the priority and the skills-based information applied to the original call. This means the call will only route to agents in the new queue who also have the required skills.

With skill stripping ON:

All skill requirements are stripped at the moment of blind transfer. The interaction is treated as a fresh, unskilled interaction in the target queue.

Scenario	Recommended Setting
Transfer to a specialized queue where agents may not share the original skills	Enabled — prevents calls getting stuck waiting for a skill no one has
Transfer within the same skill group where agents share skills	Disabled — preserves routing context

“ **⚠ Important:** To apply the Strip Skills on Blind Transfer setting, the agent must select the queue from the suggestions list during the blind transfer. The skill stripping does not apply if the agent manually types a queue name.

“ **📌 Note:** Consult transfers always discard skills regardless of this setting.

Preserve Routing Data for Callbacks and Voicemails

Setting	Description
Preserve routing data from calls for callbacks and voicemails	When enabled, the skill and priority data from the original call is preserved when the interaction becomes a callback or voicemail. Ensures the callback or voicemail is routed back to an agent with the same skills that handled the original call.

Routing Score (Conversation Score vs. Priority Score)

This is configured per queue, not at the org level, but understanding the two models is essential for org-wide routing strategy.

Score Type	Formula	Best For
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Conversation Score (default)	Arrival time + priority value. One priority point = 60,000 ms (1 minute) of simulated earlier arrival.	Standard fairness — balances wait time with priority.
Priority Score	Uses only the absolute priority value assigned in Architect. Time in queue is a tiebreaker only.	VIP lines — high-priority callers jump to the front regardless of how long others have waited.

“ **Best practice:** Set the scoring method at queue creation or when the queue has no waiting interactions. If you change the scoring method midway while the queue has interactions waiting, the waiting interactions may be assigned in an unexpected order. The new scoring method takes effect only after interactions that arrived before the change are routed.

3. Media & Timer Defaults

Voicemail Defaults

Setting	Default	Description
Alert Time (Ring Timeout)	18 seconds	How long the phone rings before the call is forwarded to voicemail. Equivalent to a "ring-no-answer" coverage path in traditional telephony. Configurable per org.
Maximum Voicemail Length	3 minutes (180 seconds)	Maximum duration of a voicemail message a caller can leave. Caps file size for storage and prevents accidental extended recordings.
Voicemail PIN	On	Requires users to enter a PIN to retrieve voicemail. Can be disabled org-wide.
Voicemail Transcription	Off	Transcribes voicemail audio to text and includes it in email notifications. Requires Speech & Text Analytics.

“ See the **Global Settings** page for the full voicemail settings table including notifications and PII handling.

Default Text-to-Speech (TTS) Engine

Setting	Description
Default TTS Engine	Sets the org-wide voice engine used in Architect flows when no specific engine is defined at the flow level. Affects every flow action that uses Play Audio with TTS or dynamic data playback.

Available options:

Engine	Notes
Genesys TTS (native)	Built-in, no additional configuration required
Google Cloud TTS	Requires AppFoundry integration
Microsoft Azure TTS	Requires AppFoundry integration
Amazon Polly	Requires AppFoundry integration

“ ⚠ **Deprecation notice (August 2026):** Genesys will 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 AppFoundry integration under the BYOT-A billing model. Plan ahead if your Architect flows use Google Standard or Microsoft voices.

“ 📄 **Telecom note:** Changing the default TTS engine affects every Architect flow that uses dynamic audio or text-to-speech blocks and has not explicitly specified an engine. Test in a non-production flow first.

4. Additional Contact Center Settings

Setting	Description
Turn off file uploading in chats	Disables file attachment capability in Genesys Collaborate (internal chat). Useful for data loss prevention (DLP) compliance.

Setting	Description
Route email to multiple destinations	Allows inbound email interactions to be sent to more than one queue or destination simultaneously.
Enable communication level After Call Work (ACW)	Enables ACW to be tracked and enforced at the individual communication level rather than the interaction level.
Enable agents to specify queue for scheduled callbacks	Allows agents to select which queue a scheduled callback is placed in, rather than defaulting to the originating queue.
Set maximum interaction data retention time	Controls how long interaction data is retained in Genesys Cloud before automatic deletion. Relevant for compliance and storage management.
Manage historical execution data	Configures which Architect flow execution data types are stored and for how long. Used for Replay Mode and flow troubleshooting.

Telecom Engineer Summary

Setting	What It Prevents
Skill Stripping	Calls stuck in new queues waiting for skills that agents there don't have
ACD Routing Reset	Agents gaming status changes to stay at the front of the queue
Conversation vs. Priority Score	Unexpected routing order when queue scoring changes mid-operation
Voicemail Alert Time	Callers waiting too long before hitting voicemail coverage
Free Seating	Unused station licenses being held by offline agents

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