

# Topology

**Navigation:** Admin → Telephony → Topology **Last verified:** Genesys Cloud Resource Center — March 2026

---

## What Is Topology?

Topology is the administrative map view of the Genesys Cloud telephony network. It displays how telephony components relate to each other — sites, phones, edges, and trunks — and is especially useful for troubleshooting offline or out-of-service edges and validating phone-to-edge assignments.

“ i Topology is a **monitoring and diagnostic tool**, not a provisioning wizard. Changes to telephony objects are made in their respective admin pages; Topology is where you confirm the result.

## Navigation

| Task                 | Path   |
|----------------------|--|
| Open Topology        | Admin → Telephony → Topology                     |
| Drill into an object | Click any site, edge, trunk, or phone in the map |
| Troubleshoot edges   | Select the edge object to view status details    |

---

## What Topology Shows

| Object       | Description   |
|--------------|---|
| <b>Sites</b> | Logical telephony routing entities                  |
| <b>Edges</b> | Media-handling devices in the telephony environment |

| Object                           | Description   |
|----------------------------------|---|
| <b>Trunks</b>                    | Carrier or PBX connectivity into Genesys Cloud  |
| <b>Phones</b>                    | Endpoints and their edge/site assignments   |
| <b>Phone-to-Edge Assignments</b> | Shows which phones connect to which edges, including primary and secondary site relationships |
| <b>Status Indicators</b>         | Visual state of objects — helps identify offline or out-of-service edges                      |

## How to Use Topology

| Step   | Action   |
|--------|--|
| Step 1 | Navigate to <code>Admin → Telephony → Topology</code>                                      |
| Step 2 | Review the map for your organization's telephony objects                                   |
| Step 3 | Look for offline or out-of-service edge indicators   |
| Step 4 | Click into a suspect object to drill down into its details                                 |
| Step 5 | Enable phone-to-edge assignment view to validate primary/secondary site relationships      |
| Step 6 | Use findings to continue troubleshooting in the relevant admin page (Sites, Trunks, Edges) |

## Key Use Cases

| Scenario               | Description  |
|------------------------|--|
| Incident triage        | Quickly visualize where a telephony problem exists before diving into logs |
| Post-change validation | Confirm expected object relationships after site, trunk, or edge changes   |
| Resiliency review      | Validate phone-to-edge assignments and primary/secondary site design       |
| Edge troubleshooting   | Identify offline or out-of-service edges at a glance                       |
| Onboarding review      | Confirm a new telephony deployment is connected as designed                |

# Troubleshooting

| Issue                           | Cause   | Resolution   |
|---------------------------------|---|--|
| Edge appears offline            | Edge, network, or service issue                               | Drill into the edge; continue in <a href="#">Admin</a> → <a href="#">Telephony</a> → <a href="#">Edges</a> |
| Phones not where expected       | Assignment or site relationship misconfiguration              | Review phone-to-edge assignments and site design   |
| Map looks incomplete            | Telephony objects not yet configured or not in expected state | Verify sites, trunks, edges, and phones exist and are correctly assigned                                   |
| Trunk/site relationship unclear | Naming inconsistency or design ambiguity                      | Standardize naming; compare with site/trunk config pages   |

## Best Practices

| Practice   | Reason   |
|--|--|
| Review Topology after major telephony changes          | Visually confirms that relationships updated as expected |
| Use Topology early when troubleshooting                | Narrows the fault domain before deeper investigation     |
| Validate phone-to-edge assignments regularly           | Prevents unnoticed resiliency or registration issues     |
| Keep site and trunk naming consistent                  | Makes the map easier to read and interpret               |
| Use Topology for visibility; use admin pages for fixes | Topology shows the problem — the fix happens elsewhere   |

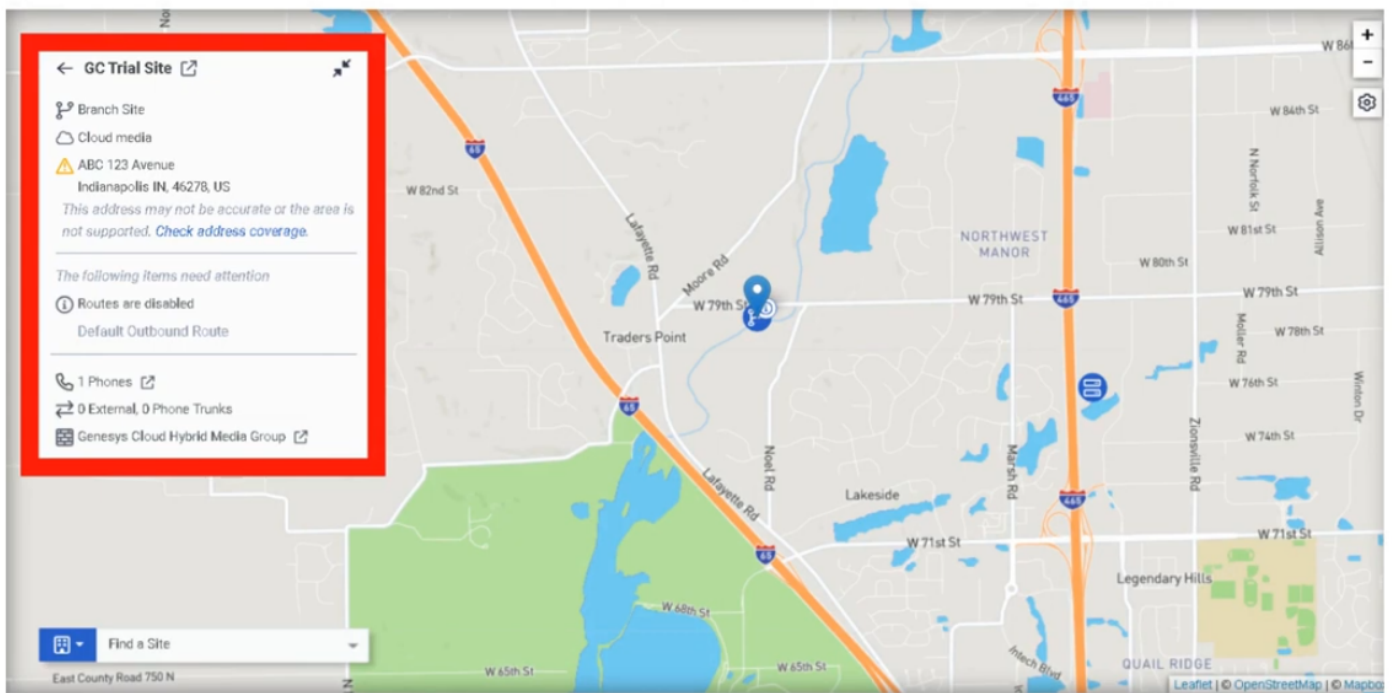
## Quick Reference

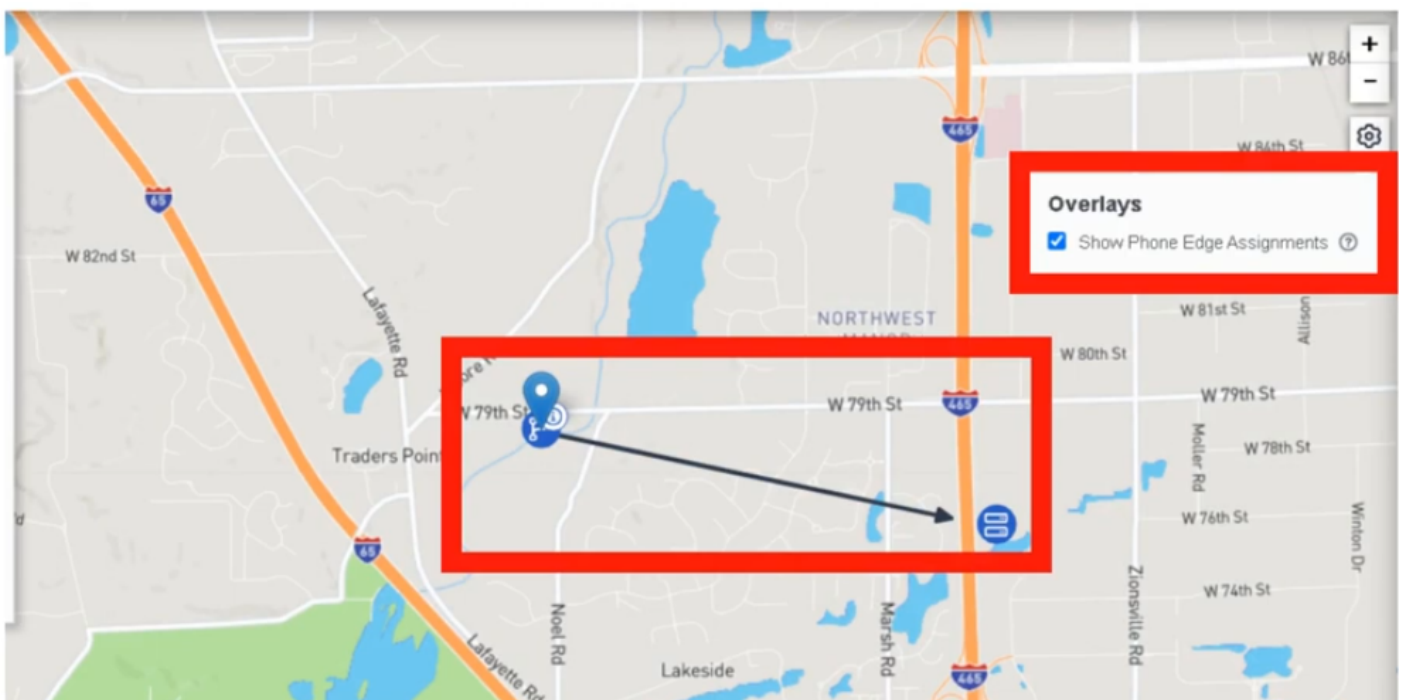
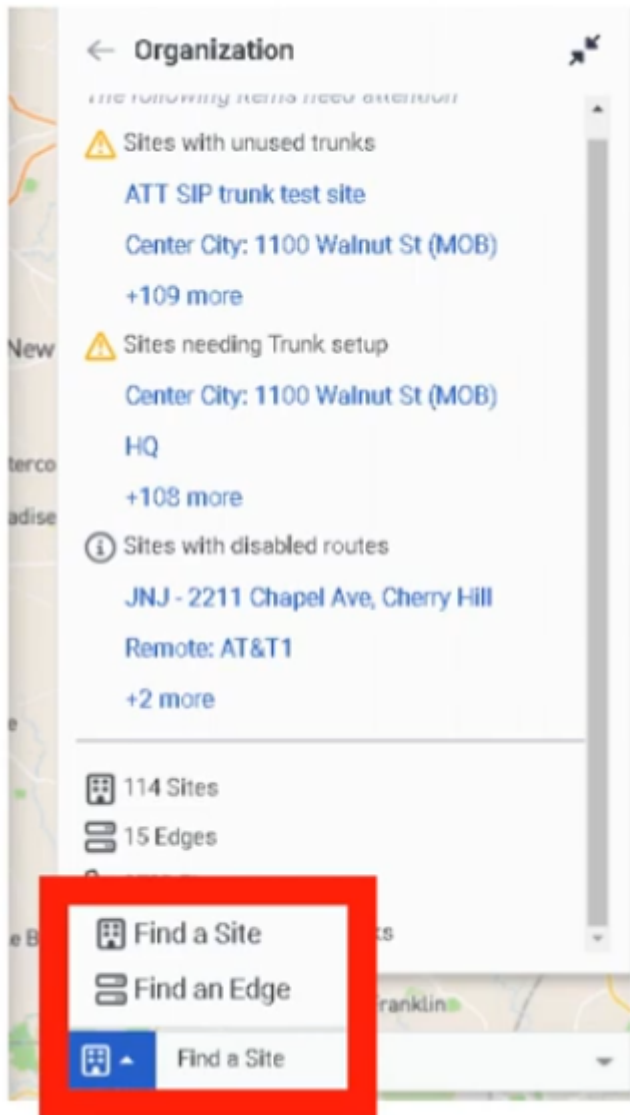
| Question                           | Answer  |
|------------------------------------|---|
| What does Topology show?           | Sites, phones, edges, and trunks in a visual map                          |
| What is it mainly used for?        | Visualization and troubleshooting   |
| Can you make changes in Topology?  | No — it is read-only for monitoring and diagnostics                       |
| What edge issue does it help with? | Identifying offline or out-of-service edges                               |
| Does it show resiliency design?    | Yes — phone-to-edge assignments show primary/secondary site relationships |

# See Also

- **Sites** — configure telephony routing and dial plans
- **Trunks** — configure carrier/PBX SIP connectivity
- **Edges & Edge Groups** — manage BYOC Premises media appliances
- **WebRTC Phone Management** — manage softphone endpoints

# Screenshots





Revision #2

Created 13 March 2026 00:17:43 by Cesar Gzz

Updated 13 March 2026 00:20:17 by Cesar Gzz