

Architect & Call Flow

- How To

- [Dashboard & Architect Exploration](#)

Dashboard & Architect

Exploration

“ This exercise focuses on exploring the Genesys Cloud dashboard and the Architect interface to become familiar with navigation, menus, and configuration areas.

Step	Action	Description
1	Login to Genesys Cloud	Access the platform with a trial or production account using admin credentials.
2	Open Admin Section	Navigate to the Admin area where various system configuration objects are available.
3	Locate Architect	Find Architect in the Admin section and open it. Architect launches in a separate browser window.
4	Review Flow Types	In Architect, view available flow types including Inbound Call, Message, Email, Chat, and Outbound Flows .
5	Review Prompts	Navigate to Prompts to view or manage system and user-defined audio prompts.
6	Perform Dependency Search	Use Dependency Search to determine which flows or objects are dependent on specific resources such as data tables.
7	Open an Existing Flow	Select an inbound call flow (for example My First Call Flow) to explore its structure.
8	Observe Read-Only Mode	The flow cannot be edited until the Edit button is selected.
9	Validate the Flow	Use Validate to check the flow for warnings or configuration reminders before publishing.

Step	Action	Description
10	Export the Flow	Export the flow as .i3 or .yaml files for backup or importing into another organization.
11	Review Versions	Use the Versions option to open, export, or restore previous versions of the flow.
12	Enter Edit Mode	Select Edit to unlock additional options including save, revert changes, and debugging.
13	Test with Debug	Use the Debug feature to test the call flow internally by copying the debug address and dialing it from the Genesys Cloud dial pad.
14	Review Navigation Panel	Explore left panel sections including Starting Task, Settings, Supported Languages, Resources, Prompts, Dependencies, Reusable Menus, and Reusable Tasks.
15	Explore Toolbox	Review the toolbox categories used to build flows such as Audio, Data, Flow, Logical, Loops, Menus, Tasks, and Transfer.
16	Review Workspace	The workspace canvas allows you to drag components, arrange flow logic, and zoom in or out while building flows.
17	Review Properties Panel	Selecting a component displays configuration options in the Properties Panel on the right side.
18	Example Configuration	Example shown: Transfer to ACD , where queue, pre-transfer audio, failure paths, priority, and skills can be configured.

Explore Flow types

Architect

Flows : Inbound Call ▾ Prompts ▾ Dependency Search

Initial Flows

- Inbound Call
- Inbound Message**
- Inbounds_email
- Inbound Chat
- Outbound Call

Supporting Flows

- Bot Flow
- Digital Bot Flow
- Common Module
- In-Queue Call
- In-Queue Email
- In-Queue Message
- Secure Call
- Voicemail
- Workflow

Delete Unlock Versions Refresh

Locked	Checked In	Published	Division	Description
	7.0	7.0	Home	An example inbound Call Flow that routes calls to a queue
	3.0	3.0	Home	First call flow for course

Prompts for system and user

Flows : Inbound Call ▾ Prompts ▾ Dependency Search

+ Add Open Lock Versions Refresh

System
User

Name	Locked	Checked In	Published	Division	Description
Inbound Call Flow		7.0	7.0	Home	An example inbound Call Flow that routes calls to a queue
My First Call		3.0	3.0	Home	First call flow for course

Flows ▾ Prompts : User ▾ Dependency Search

+ Add Open Delete Import Languages Refresh

Name	Description
Afterhours_Menu	You have reached us after hours and no one is available to assist you. If you would like to leave a message for Sales, please press 1. For Support, press 2 or remain on the line.
BlockedNumber_Disconnect	The number you have dialed is no longer in service. Please check and try your call again.
Dunamis_Closed	Sorry, we are closed.
DunamisConsulting_Welcome	Thank you for calling Dunamis Consulting.
MainMenu	If you would like to Sales, please press 1. For Support, press 2 or remain on the line.
Recording_Standard	This call will be recorded and monitored for quality purposes

Dependency search

Flows ▾

Prompts ▾

Dependency Search

Search:

Select a dependency type ▾

Name

|

Version

- ACD Skill
- Bot Flow
- Common Module Flow
- Contact List
- Data Action
- Data Table
- Digital Bot Flow
- Emergency Group
- Flow Milestone
- Flow Outcome
- Group

Dependency search / Data table

Name	Type	Version	Description
Dunamis Blocked Number	Common Module Flow	1.0 (Latest, Published)	
Inbound Call Flow	Inbound Call Flow	7.0 (Latest, Published)	An example inbound Call Flow that routes calls to a queue
My First Call	Inbound Call Flow	3.0 (Latest, Published)	First call flow for course

Open an existing flow

Architect / Inbound Call Flow

My First Call Home First call flow for course

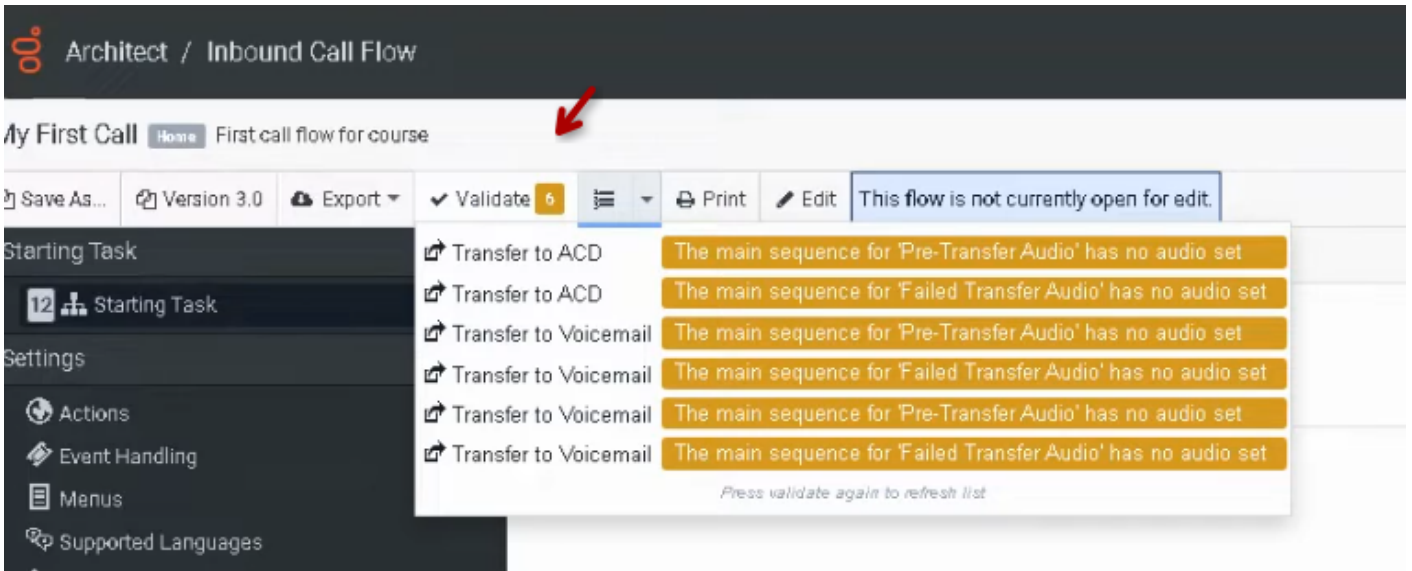
Save As... Version 3.0 Export Validate Print Edit This flow is not currently open for edit.

Starting Task **12 Starting Task**

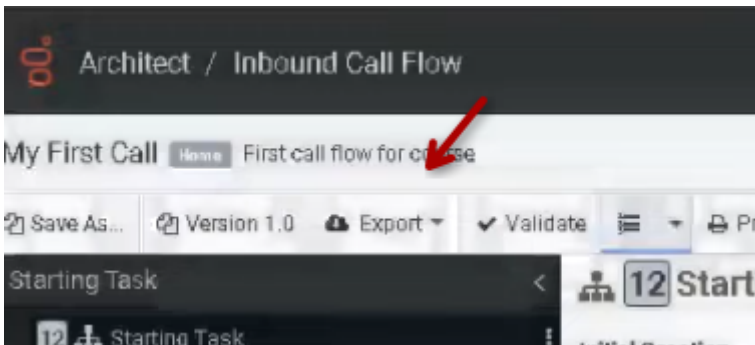
Initial Greeting

1 audio sequence is set

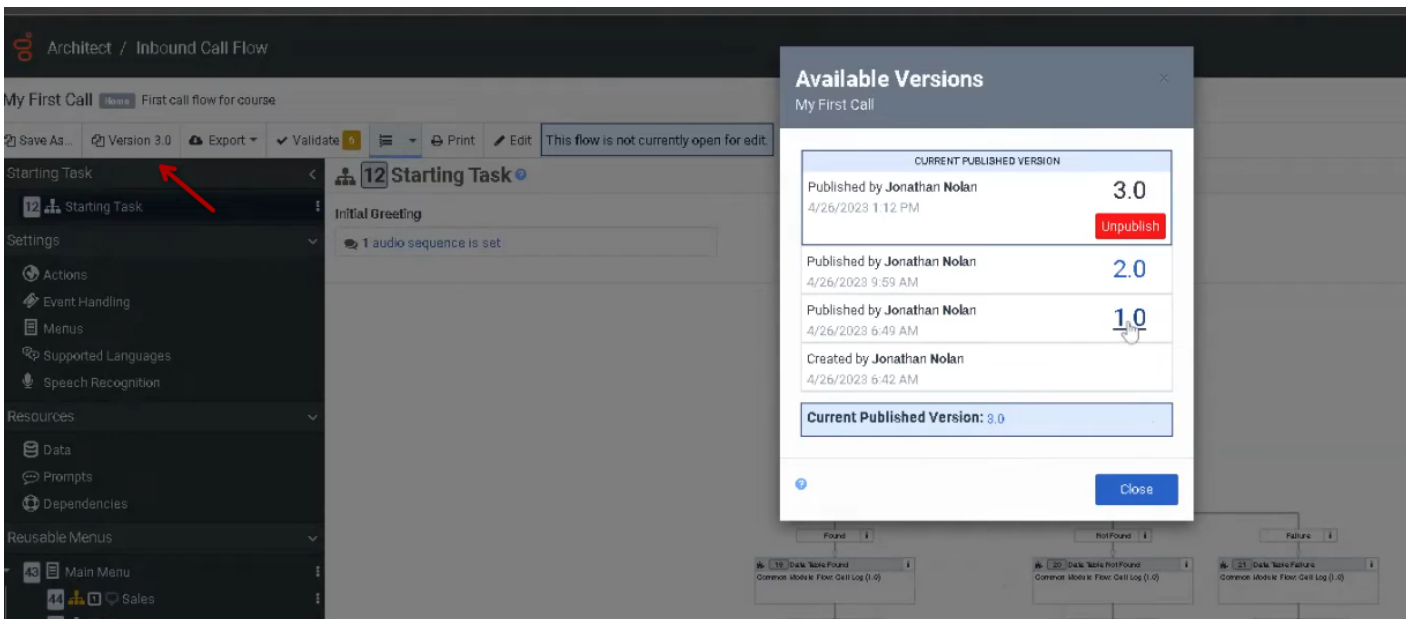
Validate your call flow



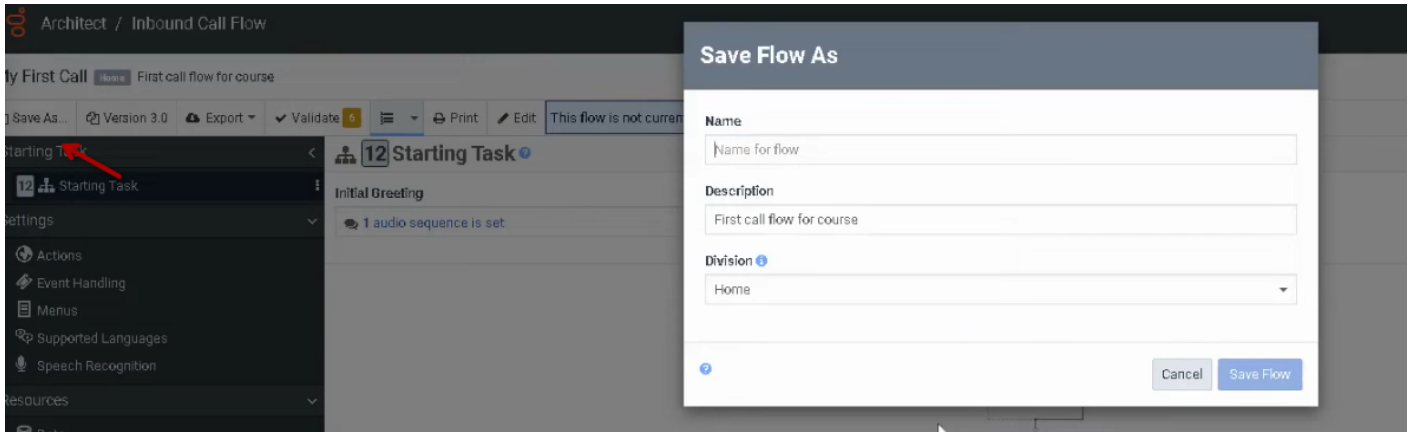
Export the flow



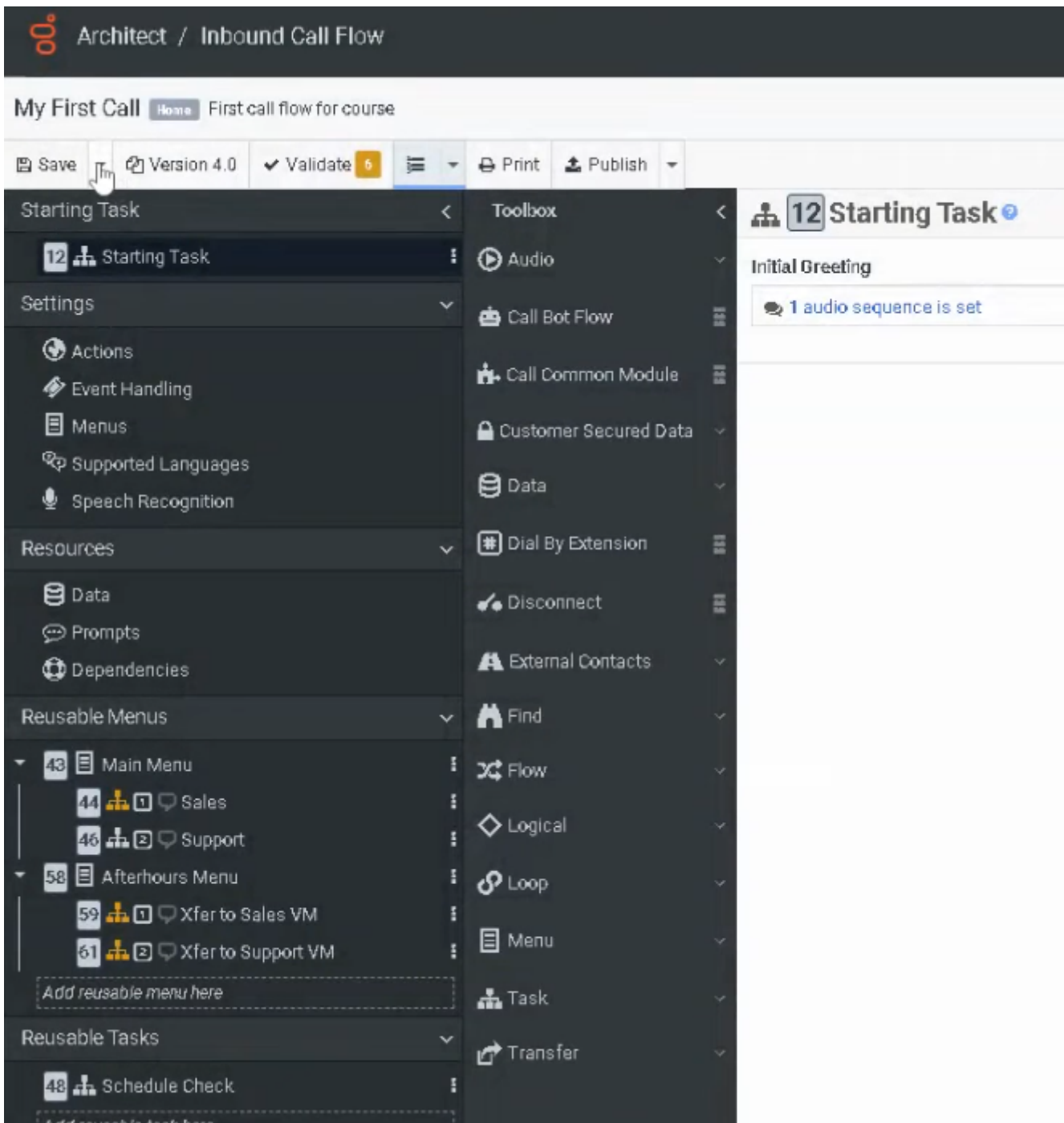
Versioning



Save as



Edit



Publish and Debug

Starting Task < Publish

12 Starting Task

Settings >

- Actions
- Event Handling
- Menus
- Supported Languages
- Speech Recognition

Resources >

- Data
- Prompts

Toolbox

- Audio
- Call Bot Flow
- Call Common Module
- Customer Secured Data
- Data
- Dial By Extension
- Disconnect

Debug

Enable debug for the current flow

12 Starting Task

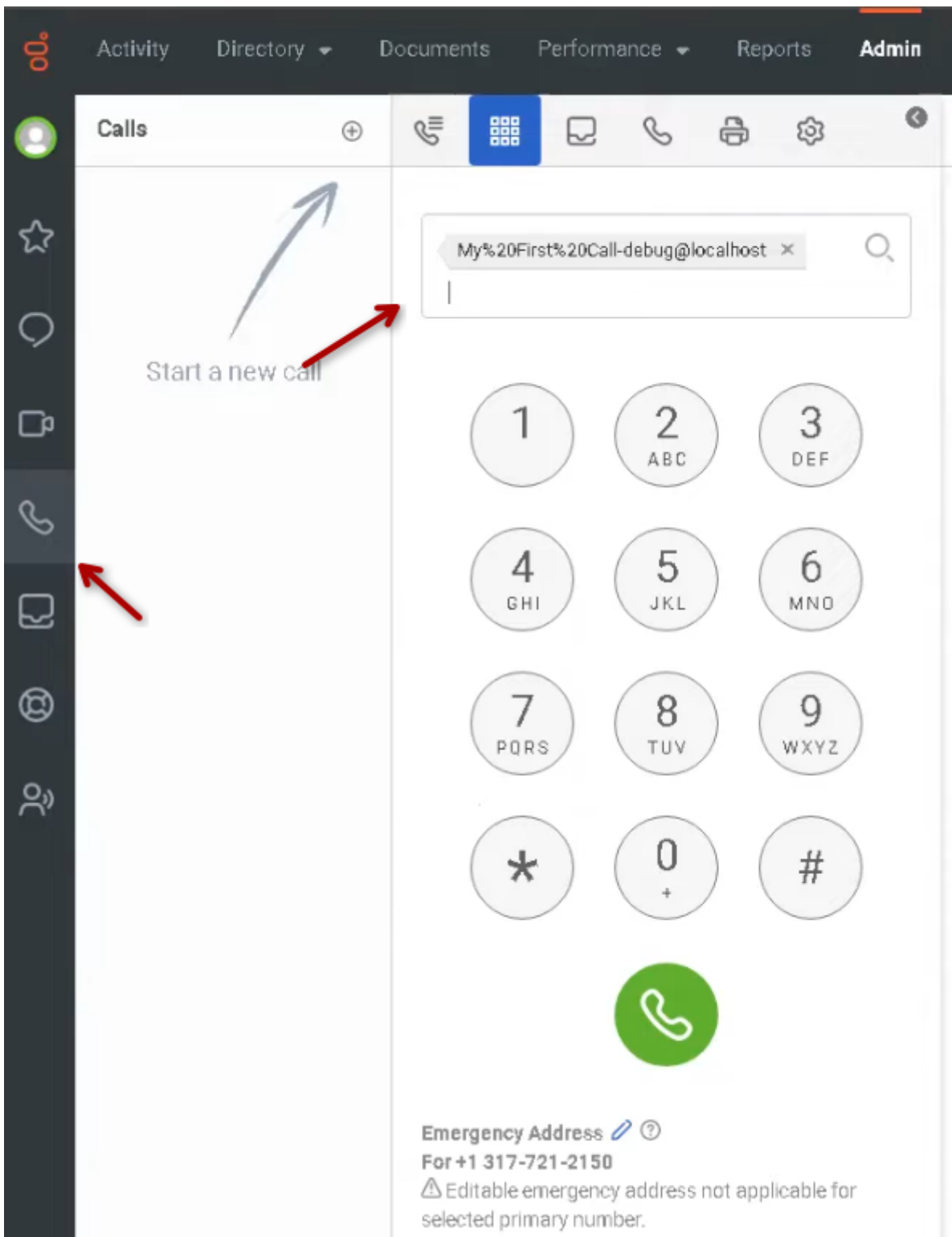
Debug Enabled

You may now debug the flow by calling this address in Genesys Cloud:

My%20First%20Call-debug@localhost

when logged in to the 'DunamisConsulting' organization.

Close



Navigate the menu

My First Call [Home](#) First call flow for course

Save Version 4.0 Validate 6 Print Publish

Starting Task < Toolbox < Data ?

12 Starting Task

Settings

- Actions
- Event Handling
- Menus
- Supported Languages
- Speech Recognition

Resources

- Data
- Prompts
- Dependencies

Reusable Menus

- 43 Main Menu
 - 44 Sales
 - 46 Support
- 58 Afterhours Menu
 - 59 Xfer to Sales VM
 - 61 Xfer to Support VM

Add reusable menu here

Reusable Tasks

- 48 Schedule Check

Add reusable task here

Dial By Extension

Disconnect

Menu

Task

Transfer

Type	Name
A	Call.Ani
<input checked="" type="checkbox"/>	Task.Block

Navigate the toolbox

Starting Task

- 12 Starting Task

Settings

- Actions
- Event Handling
- Menus
- Supported Languages
- Speech Recognition

Resources

- Data
- Prompts
- Dependencies

Reusable Menus

- 43 Main Menu
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- Add reusable menu here

Reusable Tasks

- 48 Schedule Check
- Add reusable task here

Toolbox

- Audio
 - Play Audio
 - Play Audio on Silence
 - Detect Silence
 - Flush Audio
 - Set Whisper Audio
- Call Bot Flow
- Call Common Module
- Customer Secured Data
 - Data
 - Dial By Extension
 - Disconnect
 - External Contacts
 - Find
 - Flow
 - Logical
 - Loop
 - Menu
 - Task

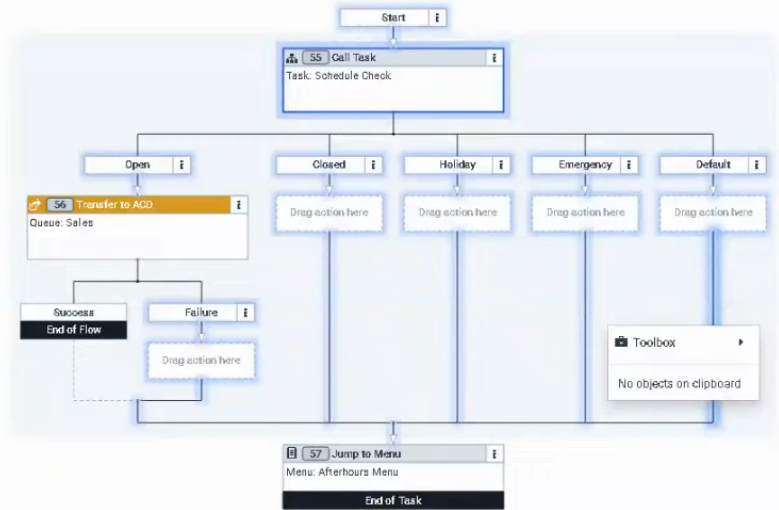
44 Sales

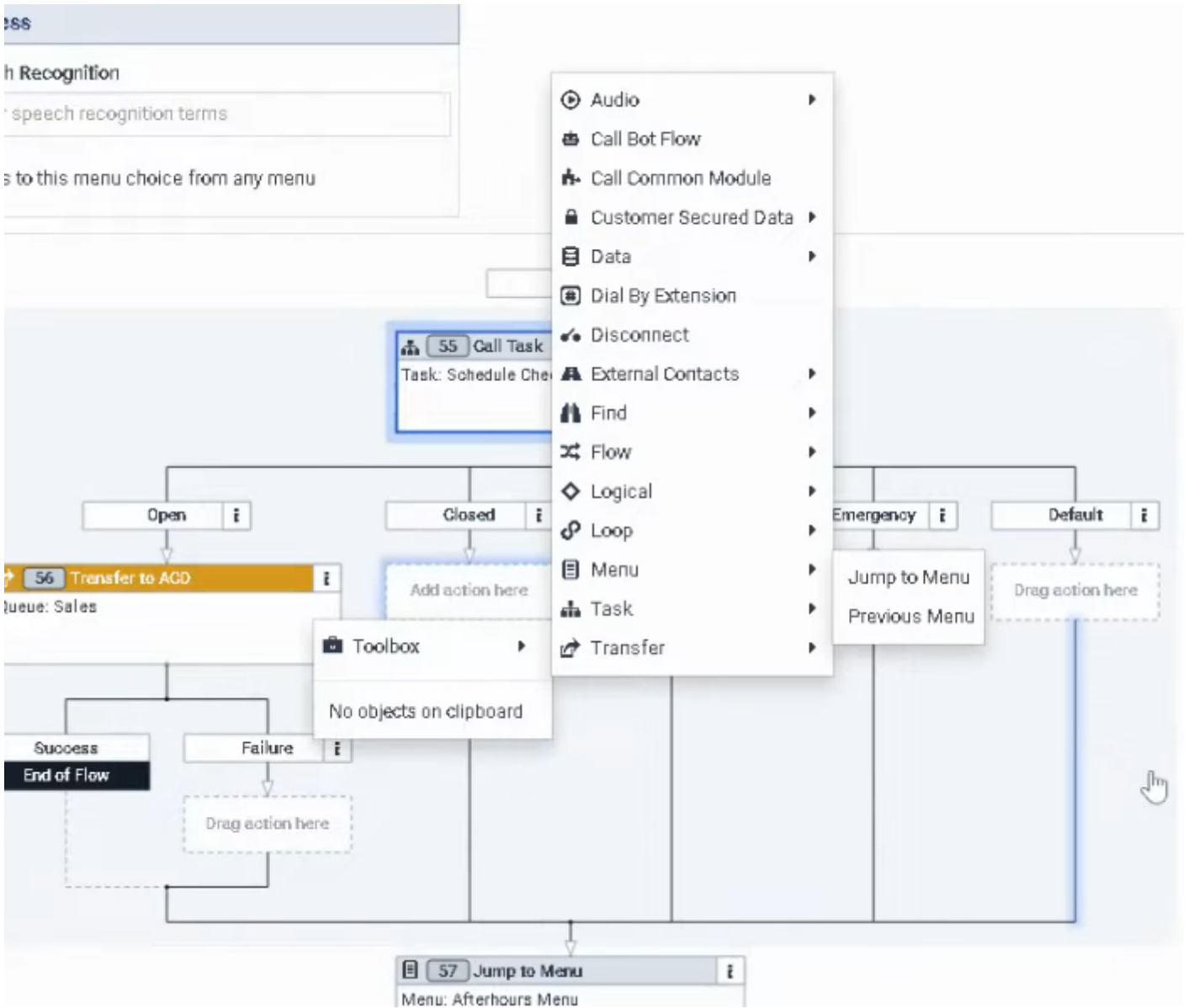
Menu Access

DTMF Speech Recognition

1 Enter speech recognition terms

DTMF goes to this menu choice from any menu





Inbound flow

