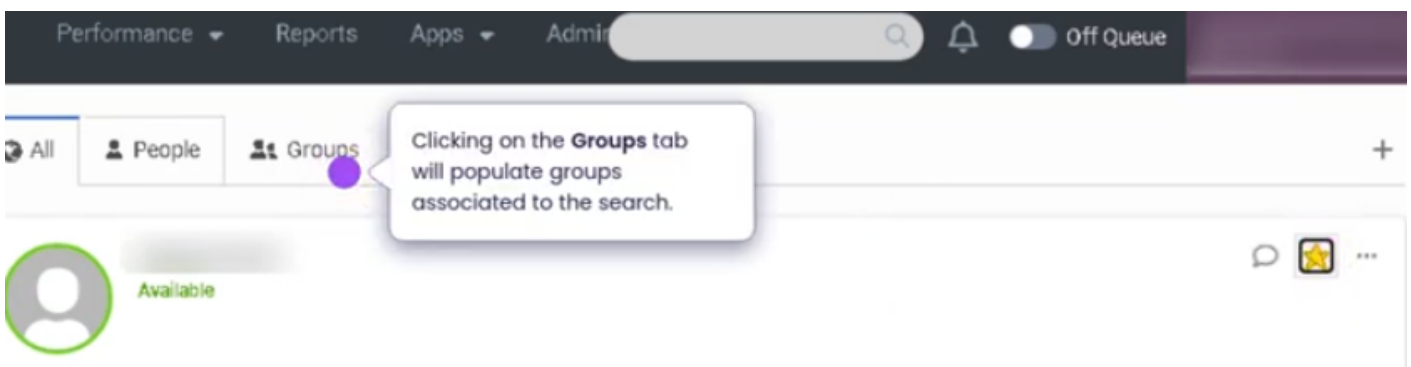
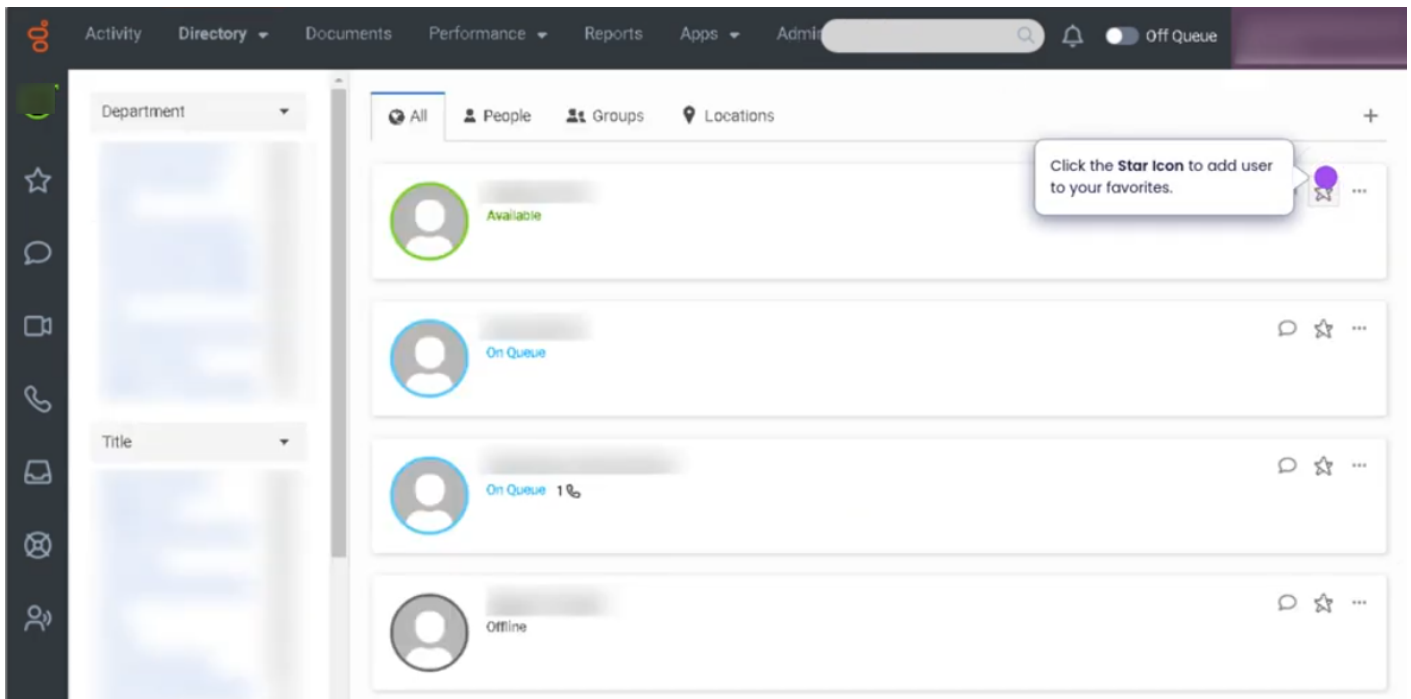
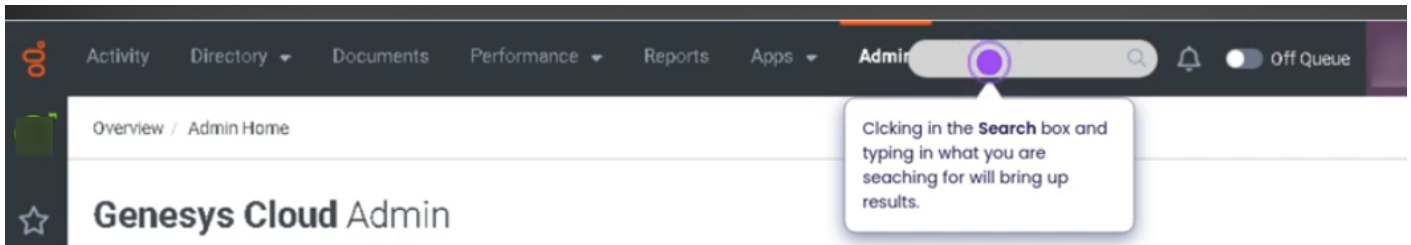
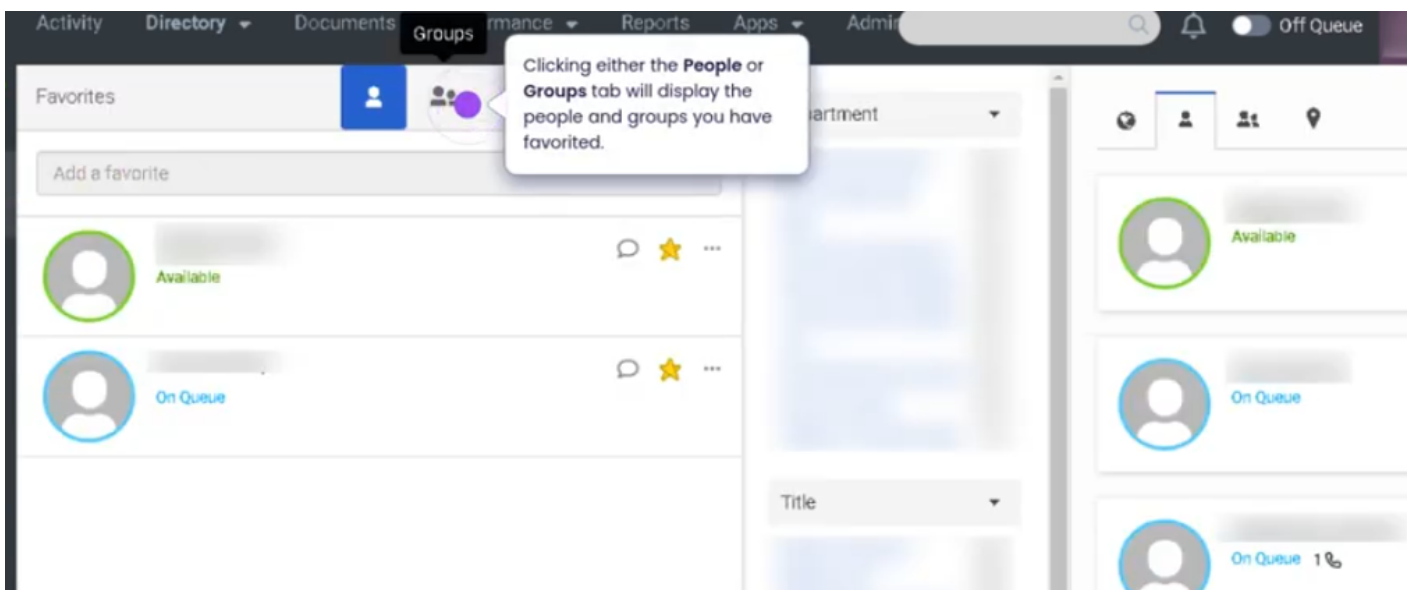
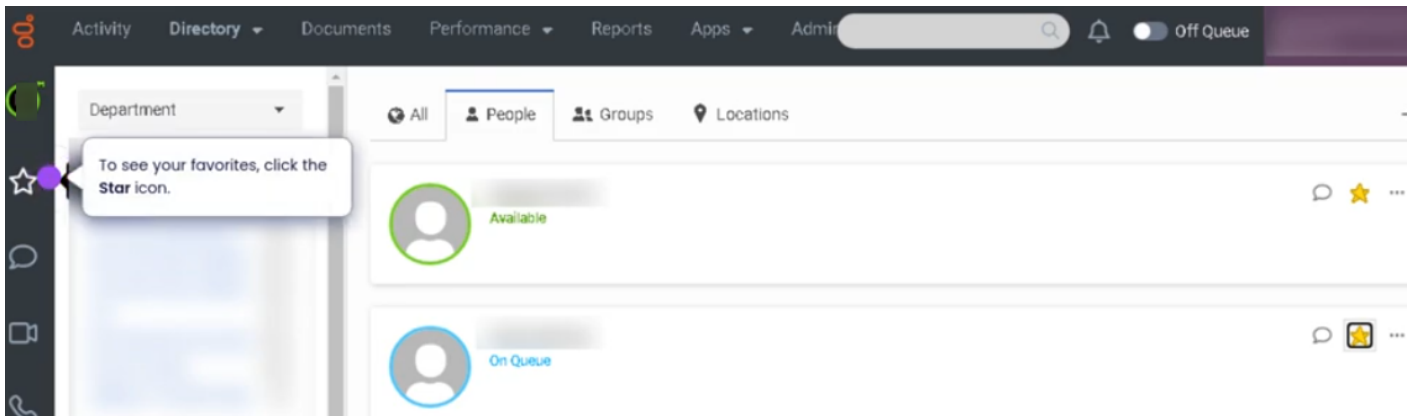
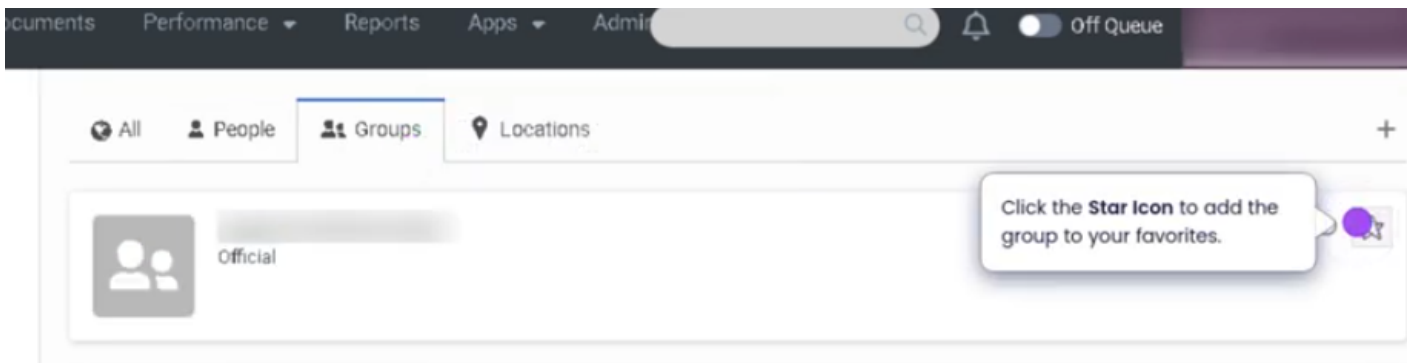


Genesys Cloud - Admin - Favorites





Favorites (Genesys Cloud)

Summary

The **Favorites** feature in Genesys Cloud allows users to **mark frequently contacted coworkers, agents, or resources for quick access** within the platform. By adding contacts to Favorites, users can easily locate them for **internal communication, call transfers, consultations, or collaboration** without searching through the full directory.

Favorites appear in the **Agent Workspace or directory panel**, enabling faster navigation and improving operational efficiency when working with team members or commonly used contacts.

Utilization

Use Case	Description
Quick contact access	Agents quickly locate supervisors or team members
Frequent call transfers	Common transfer destinations added to Favorites
Internal collaboration	Agents contact teammates during interactions
Escalation support	Supervisors or specialists added for rapid escalation
Operational efficiency	Reduces time spent searching through the directory

Using Favorites helps agents **streamline internal communication during customer interactions**.

Best Practices

Practice	Reason
Add frequently contacted users to Favorites	Speeds up collaboration and call handling
Include supervisors or escalation contacts	Makes escalation easier during interactions
Keep Favorites organized and relevant	Prevents clutter and confusion
Review Favorites periodically	Ensures contacts remain current
Use Favorites during transfers or consultations	Improves efficiency while assisting customers

Example Scenarios

Scenario 1 – Agent Transfers Call to Specialist

Customer requires specialized assistance



Agent opens Favorites list



Agent selects specialist from Favorites



Call transferred quickly

Scenario 2 – Agent Consults Supervisor

Agent handling complex customer issue



Agent opens Favorites list



Agent selects supervisor



Agent initiates consultation

Scenario 3 – Quick Internal Communication

Agent needs help locating information



Agent opens Favorites panel



Agent selects teammate



Agent sends message or initiates call

Key Benefits

Benefit	Explanation
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Faster collaboration	Frequently contacted users are easily accessible
Improved agent efficiency	Reduces time spent searching the directory
Better interaction handling	Helps agents transfer or consult quickly
Simplified navigation	Agents can quickly find important contacts
Supports escalation workflows	Specialists and supervisors are readily available

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