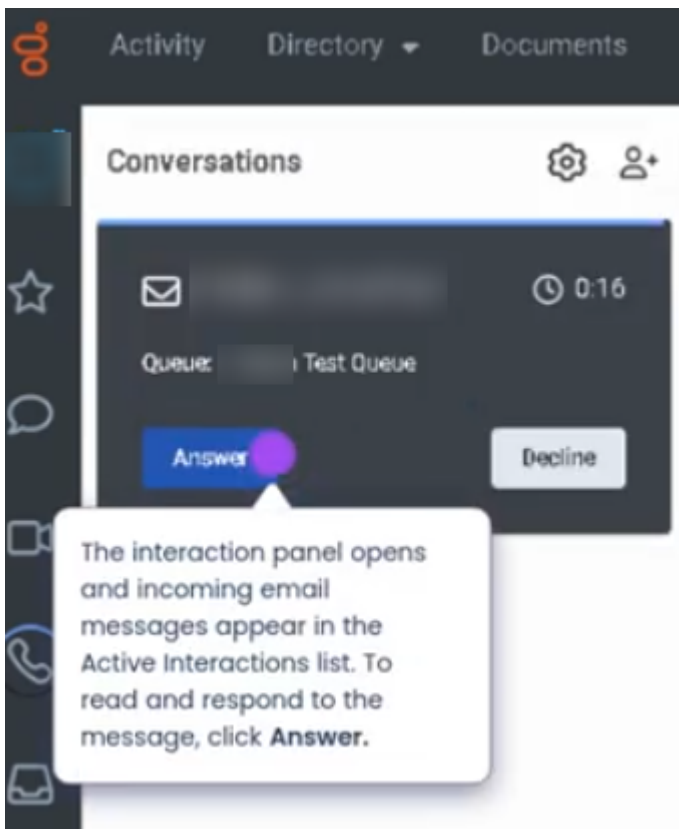
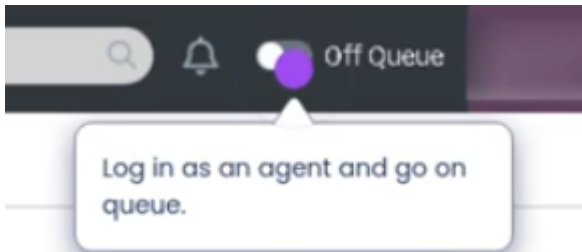


Genesys Cloud - Agent - Email interaction





Conversations

Test Queue
RE: Example Email
just now

0:04

Example

Subject: RE: Example Email

From: [Redacted]
Sent: Wednesday, October 11, 2023 3:57 PM
To: [Redacted]
Subject: Example Email

Example Email

TEST ORG

Details Notes

View on map Work

Work

Organization

TEST ORG

View on map

Choose to either reply or forward the email.

Reply Forward

mail just now

→ ✉
Subject: RE: Example Email
Example

to [redacted]
subject RE: Example Email

+ Paragraph Helvetica 12pt
B I U S A A [align icons]
[list icons] [table icon] [link icon] [image icon]

Respond to the email.

[Redacted content]

Include Message History

Discard Send

to

subject RE: Example Email

+ Paragraph Helvetica 12pt

B *I* U ~~S~~ A **A** [List Icons]

[List Icons] [Table Icon] *I* [Pencil Icon] [Image Icon]

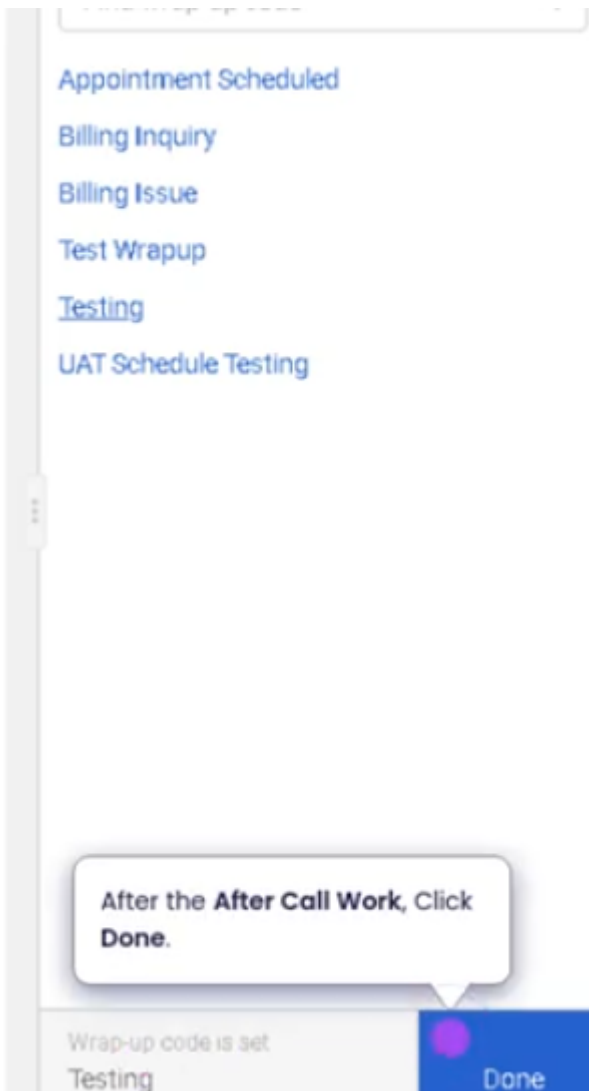
example

Include Message History

Click **Send**.

Discard

Send



Email Interactions (Genesys Cloud)

Summary

Email Interactions in Genesys Cloud allow agents to handle **customer communications through email channels** directly within the **Agent Workspace**. Emails are treated as interactions and are routed through **queues using the Automatic Contact Distribution (ACD) engine**, similar to voice, chat, or messaging interactions.

Agents can **accept incoming emails, review the message content, compose responses, attach files, and manage conversation threads** while maintaining a full history of the interaction. Email interactions are commonly used for **customer support, service requests, follow-ups, and documentation-based communication**.

Utilization

Use Case	Description
Customer support requests	Customers send inquiries through email
Case management	Agents respond to issues requiring detailed explanations
Documentation sharing	Agents provide instructions, files, or confirmations
Follow-up communication	Agents send updates regarding ongoing cases
Asynchronous support	Customers and agents respond without needing real-time availability

Email interactions help organizations provide **structured and traceable communication** for complex customer inquiries.

Best Practices

Practice	Reason
Carefully read the full email thread before responding	Ensures the response addresses the complete issue
Maintain professional and clear language	Email responses represent the organization's brand
Use templates or canned responses when appropriate	Improves response efficiency and consistency
Verify attachments before sending	Prevents sending incorrect or sensitive files
Include clear instructions and next steps	Helps customers resolve issues quickly
Proofread emails before sending	Avoids miscommunication and errors

Example Scenarios

Scenario 1 – Customer Submits Email Support Request

Customer sends email to support address



Email interaction enters Genesys Cloud



Routing engine assigns email to queue



Agent accepts email interaction



Agent reviews message and sends response

Scenario 2 – Agent Provides Detailed Support Instructions

Customer requests help via email



Agent receives email interaction



Agent reviews customer issue



Agent sends step-by-step instructions

Scenario 3 – Follow-Up Communication

Agent resolves customer issue



Agent sends confirmation email



Customer replies with additional question



Agent continues email thread until resolution

Key Benefits

Benefit	Explanation
Asynchronous communication	Customers and agents can respond at different times

Benefit	Explanation
Detailed documentation	Email threads provide a record of communication
Queue-based routing	Emails are distributed using the ACD system
Improved case handling	Complex issues can be addressed with detailed responses
Integrated interaction management	Email interactions are tracked within Genesys Cloud analytics

Revision #2

Created 11 March 2026 21:27:34 by Cesar Gzz

Updated 11 March 2026 21:39:47 by Cesar Gzz