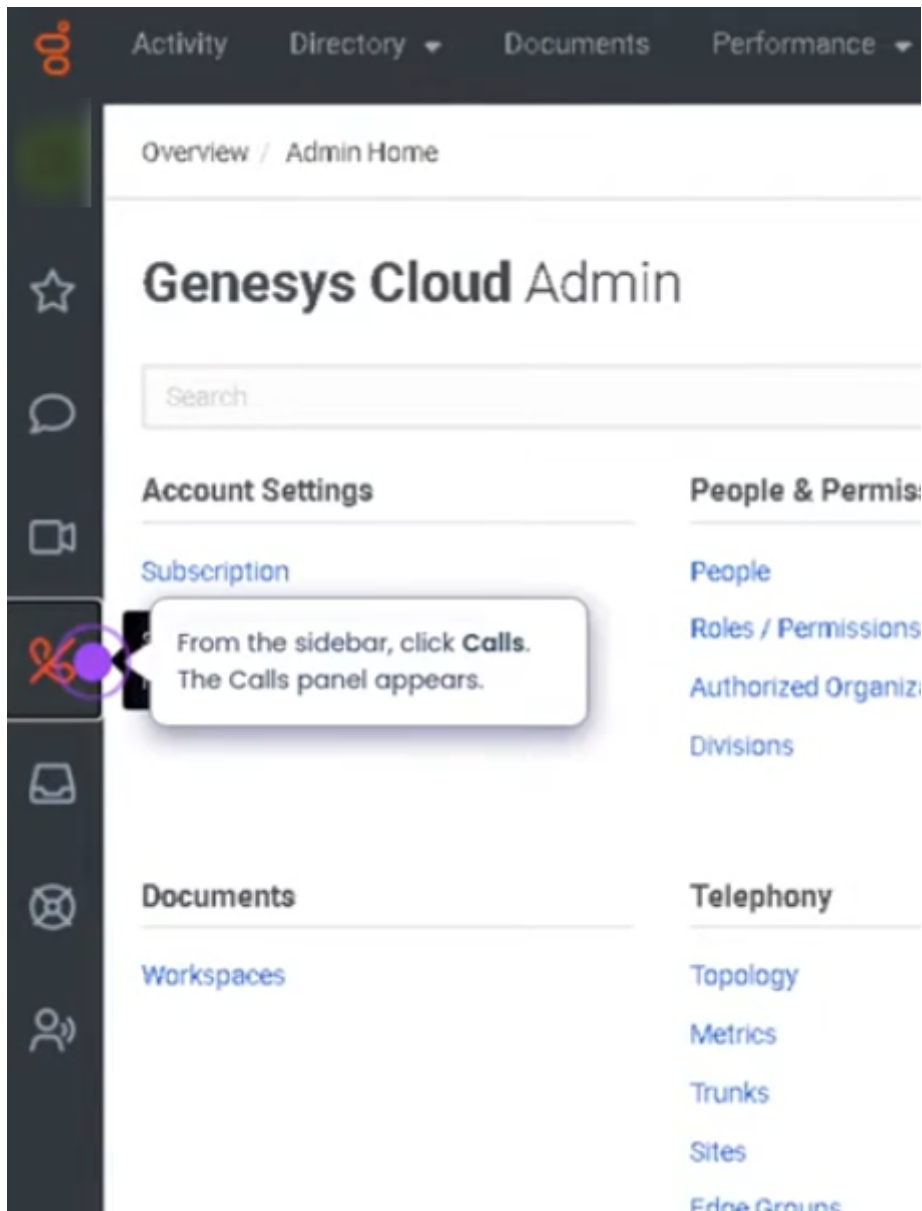


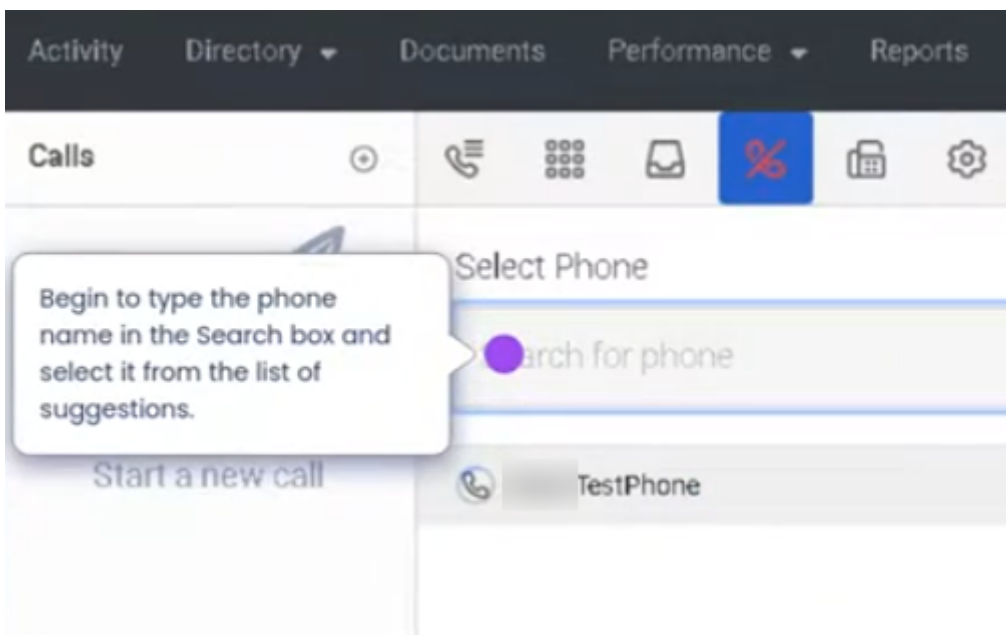
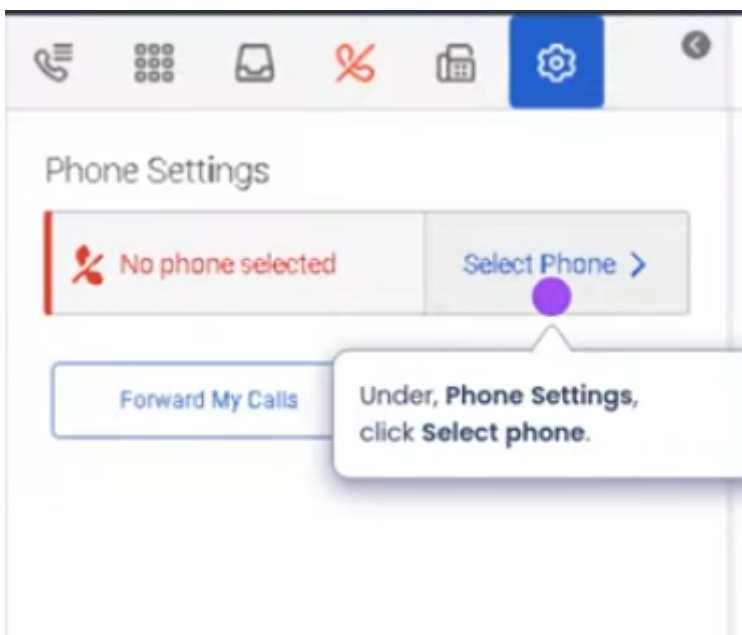
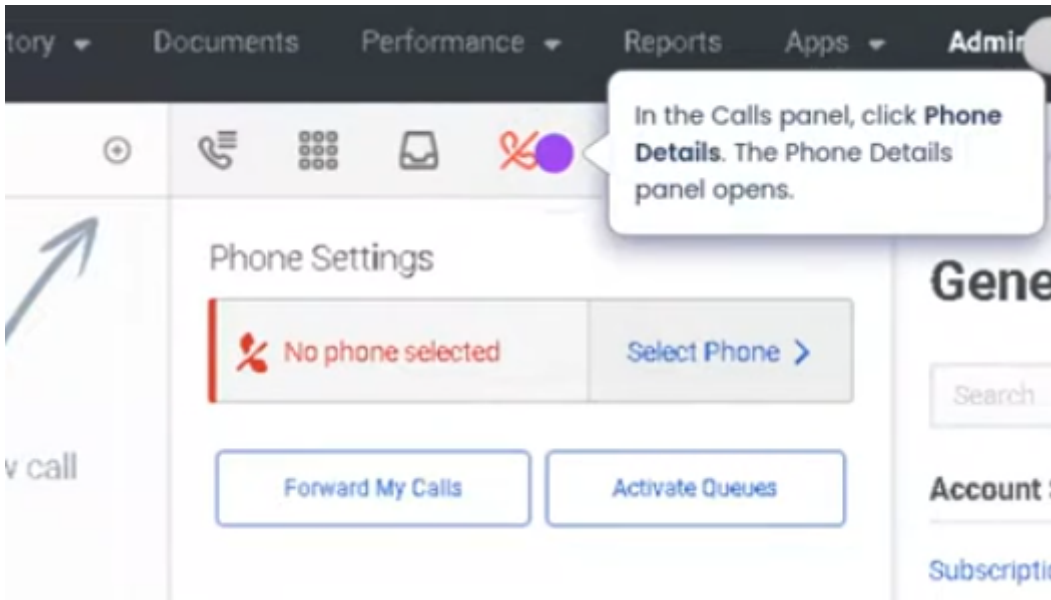
# Genesys Cloud - Agent - Select a Phone

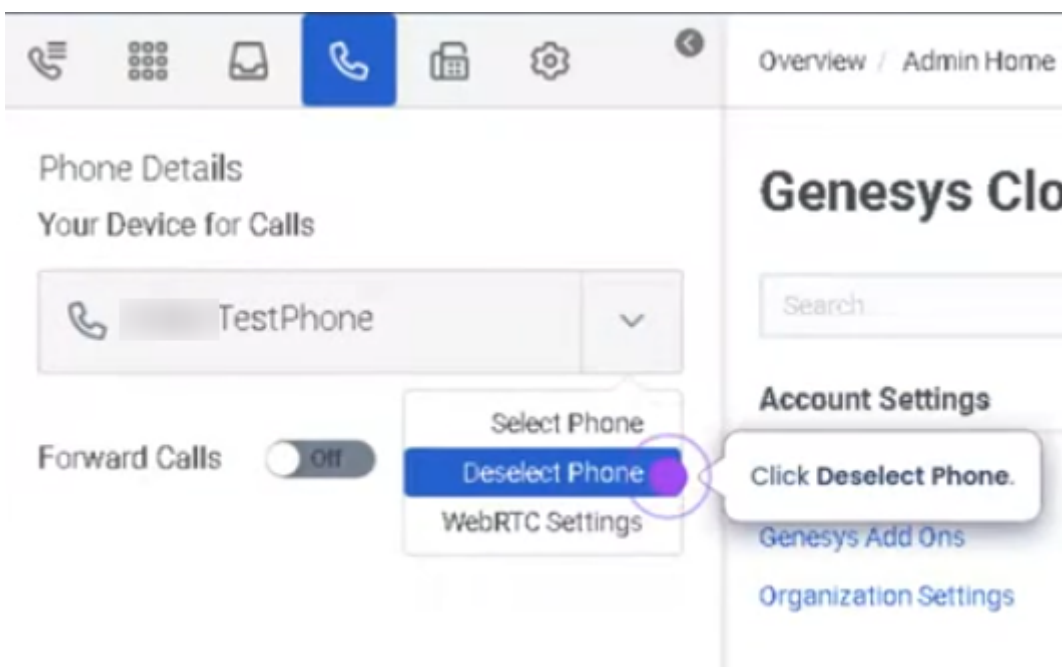
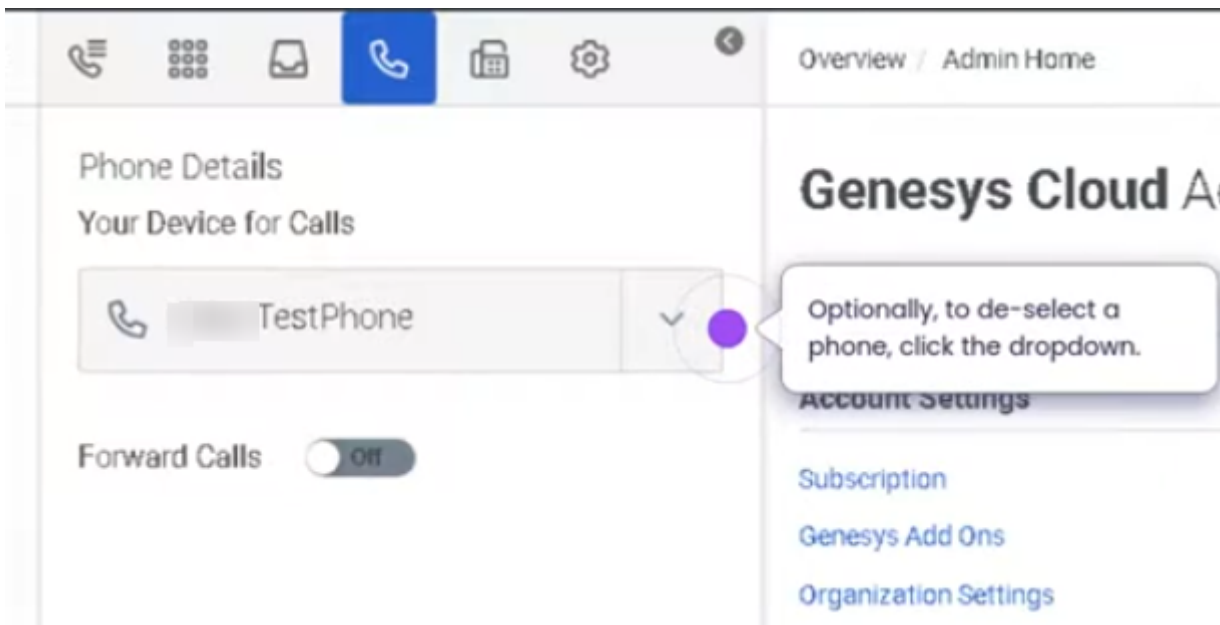


The screenshot displays the Genesys Cloud Admin interface. At the top, there is a navigation bar with the Genesys logo and menu items: Activity, Directory, Documents, and Performance. Below this is a breadcrumb trail: Overview / Admin Home. The main heading is "Genesys Cloud Admin". A search bar is present. The interface is divided into several sections:

- Account Settings**
  - Subscription
- People & Permissions**
  - People
  - Roles / Permissions
  - Authorized Organizations
  - Divisions
- Documents**
  - Workspaces
- Telephony**
  - Topology
  - Metrics
  - Trunks
  - Sites
  - Edge Groups

A callout box with a purple circle and arrow points to the "Calls" icon in the sidebar. The text inside the callout box reads: "From the sidebar, click **Calls**. The Calls panel appears."





# Select a Phone (Genesys Cloud)

## Summary

The **Select a Phone** feature in Genesys Cloud allows agents to choose the **device or endpoint they will use to handle voice interactions** during their session. Before making or receiving calls, agents must select a phone type such as **WebRTC phone, desk phone, or remote phone** from the phone selector in the **Calls panel**.

Selecting the correct phone ensures that voice interactions are routed to the appropriate device and that the agent can properly manage inbound and outbound calls.

# Utilization

| Use Case                    | Description   |
|-----------------------------|---|
| Agent starting shift        | Agent selects a phone device before handling calls            |
| Remote work environment     | Agent chooses WebRTC phone for browser-based calling          |
| Desk phone users            | Agent selects assigned physical phone                         |
| Temporary workstation usage | Agent selects a different phone depending on location         |
| Call routing readiness      | System requires a phone selection to route voice interactions |

Selecting a phone ensures that Genesys Cloud knows **where to deliver voice interactions for that agent session.**

# Best Practices

| Practice  | Reason  |
|---|---|
| Select a phone before changing status to <b>Available</b> | Ensures the agent can receive ACD calls             |
| Verify audio devices when using WebRTC                    | Prevents call audio issues                          |
| Use the correct assigned phone                            | Avoids routing calls to the wrong device            |
| Confirm phone selection at login                          | Prevents missed interactions                        |
| Recheck phone selection if switching workstations         | Ensures calls are routed correctly                  |
| Test the phone device if issues occur                     | Helps validate microphone and speaker functionality |

# Example Scenarios

## Scenario 1 – Agent Starting Workday

Agent logs into Genesys Cloud



Agent opens Calls panel



Agent selects assigned phone



Agent changes status to Available



System begins routing voice interactions

## Scenario 2 – Remote Agent Using WebRTC

Agent logs in from home workstation



Agent selects WebRTC phone



Agent verifies headset and microphone



Agent begins receiving calls

## Scenario 3 – Switching Workstations

Agent logs into Genesys Cloud on a different workstation



Agent opens phone selector



Agent selects the appropriate phone



Agent resumes handling calls

## Key Benefits

| Benefit                 | Explanation   |
|-------------------------|---|
| Proper call routing     | Ensures calls reach the correct device                          |
| Flexible endpoint usage | Agents can choose between WebRTC, desk phones, or remote phones |

| <b>Benefit</b>                  | <b>Explanation</b>   |
|---------------------------------|--|
| Supports remote and hybrid work | Enables browser-based calling from any workstation         |
| Reduces call handling issues    | Correct phone selection prevents missed or misrouted calls |
| Improves operational readiness  | Agents can quickly prepare to receive interactions         |



Revision #2

Created 11 March 2026 19:21:35 by Cesar Gzz

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