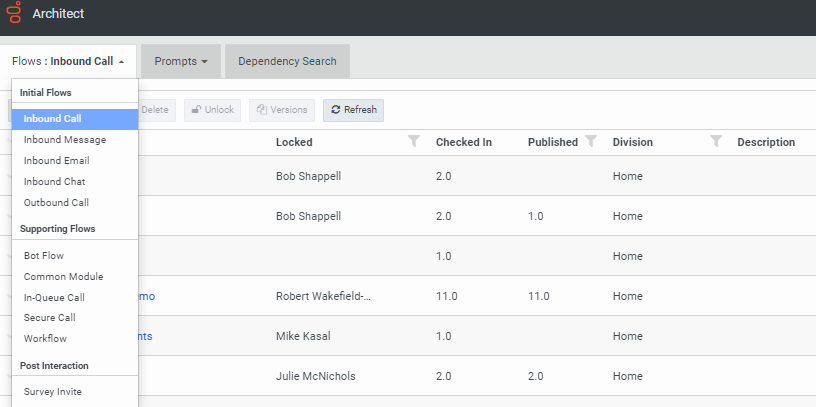
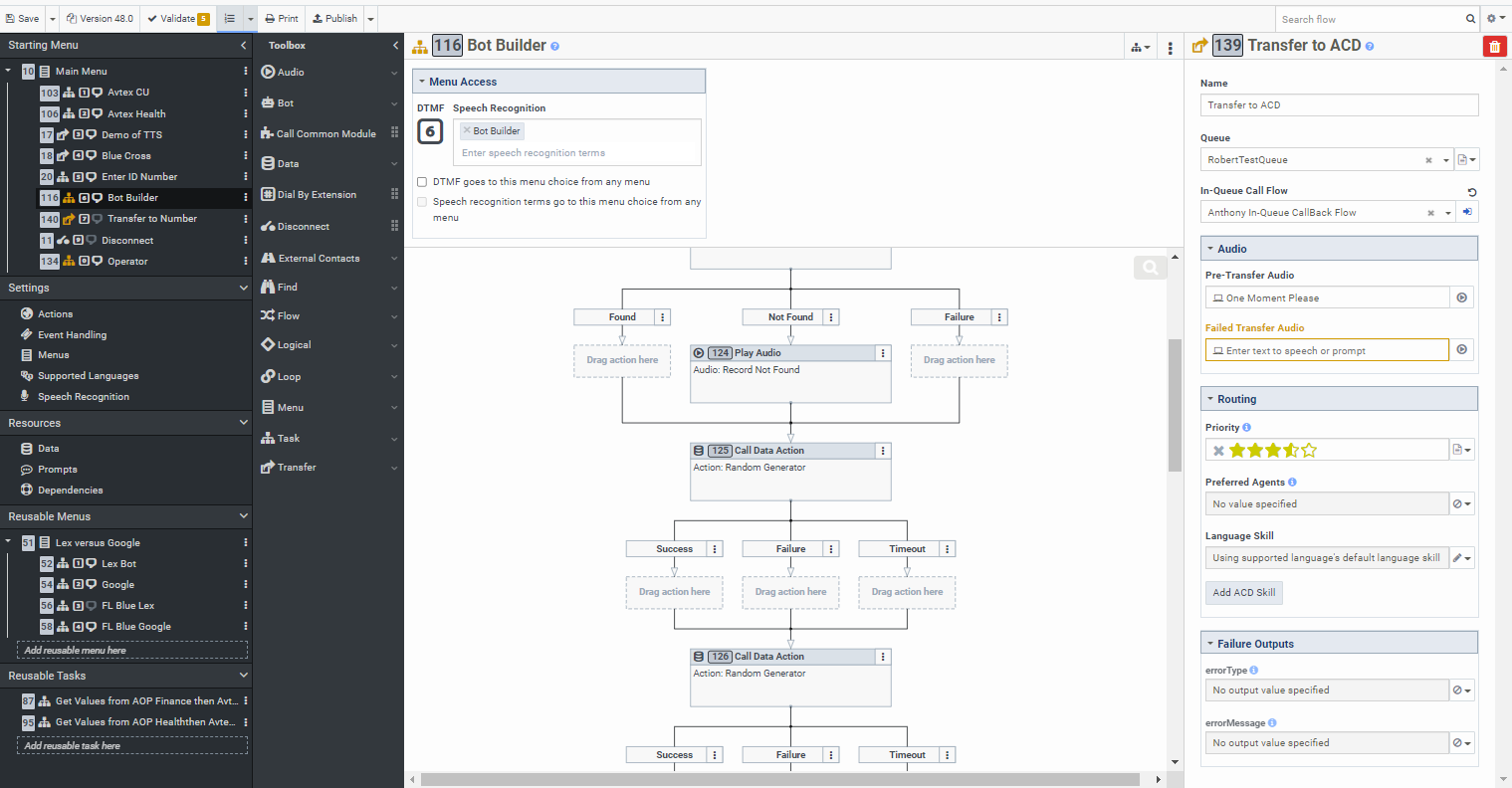
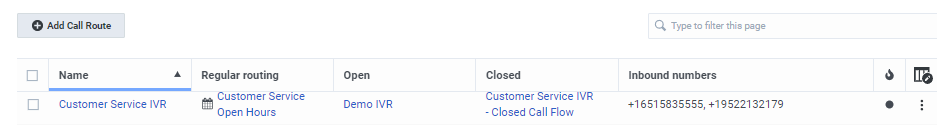
Genesys Cloud Architect contains all IVR and Routing behavior for the Genesys Cloud solution, including flows for Calls, Messaging (Synchronous Web Messaging and Social Media), Email, Chat and Outbound Dialer.



Genesys Cloud Architect Is a WYSISYG



Genesys Cloud Call Routing is the module that administrators can use to define which DIDs or TFs are pointed to which call flows.



Administrators can simply add a number or remove a number with a few simple clicks, to redirect phone calls to different flows or apply different schedules if desired.

