



Consulting and Training | Reach New Heights

Course Name

Genesys Cloud CX: Architect Certification

Sector Name

Information Technology

Document Type

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Genesys Cloud CX: Architect Certification

Course Introduction

This **2-day** intensive program provides foundational to intermediate knowledge of contact center design using Genesys Cloud CX.

It focuses on building, configuring, and managing customer journeys using Architect flows, routing strategies, and digital + voice interactions.

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Target Audience

- ✓ Contact Center Engineers
- ✓ Voice & CX Engineers
- ✓ Genesys Administrators
- ✓ IT professionals in customer experience systems

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Learning Objectives

- ✓ Understand Genesys Cloud CX architecture and components
- ✓ Build IVR and call flows using Architect
- ✓ Configure inbound routing and queues
- ✓ Design basic customer journeys (voice & digital)
- ✓ Apply routing rules and interaction handling

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Course Outline

✓ DAY 01

Genesys Cloud CX Fundamentals & Architect Basics

- ✓ Genesys Cloud CX overview
- ✓ Contact center architecture
- ✓ Architect introduction
- ✓ Flow types (Inbound, IVR, Call flows)
- ✓ Basic call routing concepts
- ✓ Lab: Build simple IVR flow

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Course Outline

✓ DAY 02

Advanced Architect & Routing Design

- ✓ Queue management and routing strategies
- ✓ Data actions and integrations basics
- ✓ Digital channels overview (chat, email)
- ✓ Flow optimization techniques
- ✓ Troubleshooting Architect flows
- ✓ Lab: End-to-end customer journey design

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
May 24, 2027	May 25, 2027	2 days	1550.00 \$	Virtual , Online

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