GENESYS™

Genesys Engage cloud Administrator's Guide

Stage 1: Configuring Outbound routing

12/17/2025

Stage 1: Configuring Outbound routing

- Monitoring

Given that Harry is new to Genesys Engage cloud products, Alex, a Genesys Administrator, will take care of the first step – routing configuration.

Using **Platform Administrator** Alex will create and configure the Routing Point DN, the Virtual Queue DN, and the Agent Group, and then assign agents to the group.

Then he'll build the IVR using **Designer.** He'll drag and drop blocks from the Palette into one of the four Application Flow phases that define the IVR. Then he'll hand it off to Harry.

Scenario: A week later, the contact center hired five new agents and asked Harry to add them and assign them to the Outbound campaign.

Solution: Even though Alex assigned the agents to an Agent Group in **Platform Administrator**, Harry can sign into the application and add or remove agents as needed.

[+] Instructions

Add Agents

+ Add Agent   ✕

User Information		Skills (1/13)			Agent Groups (1/28)	
Username*	Msmith01	🔍 Sales	✕ ＋		🔍 Quick Filter	
First Name	Martha		**Skill Name** ⇅	**Rating** ⇅		**Group Name** ⇅
Last Name	Smith	☑	Sales	0	☐	Sales_VG
Email	marthasmith@test.com				☐	Support_English_VG
Password*	●●●●●●●				☐	Support_Premium
Organization*	Persons ⌄				☐	Support_Regular
Default Number	0123456				☐	Support_VG
					☐	TelemarketingGroup
					☐	TestInbound_AG
					☑	TestOutbound_AG
					☐	TestVM_AG

From the Agents screen in Platform Administration:

1. Create the Agent account.
2. Assign one or more skills to the agent.
3. Add the new agent to an Agent Group.

Want to learn more?

- How to set up Outbound Routing

- How to add the Route Call Block in Designer

- Designer help

- Platform Administration help

- How to create a DN