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Genesys Multicloud CX User Guide

Genesys Multicloud CX Service elements

7/25/2025

An introduction to the Genesys Multicloud CX Service elements.

Genesys Multicloud CX leverages the world-class SIP-based contact center and Genesys Voice Platform (GVP)/Media Services products at the service's core and is offered on a subscription basis. Usage-based aspects of the service can be provisioned to meet the needs of customers, whether they have a large number of users, have need of on-premises integration with the service, or require enhanced routing and reporting. Built on Genesys' market-leading universal queuing and routing features, the Genesys suite supports blended seats, including blending inbound and outbound voice, digital channels, native and external workitems. Rounding out the portfolio is a set of optional features to help customers optimize their contact centers, including the new Genesys Cloud CX Workforce Engagement Management offering.

Your subscription to Genesys Multicloud CX includes attributes such as:

- Global coverage, including the United States (US), Canada, Asia Pacific (APAC), and Europe
- Georedundant high availability and disaster recovery
- Scalability to more than 10,000 agents per tenant customer
- PCI-DSS, ISO27001, HIPAA, and SOC compliance as well as conformance with the EU GDPR