Genesys Multicloud CX User Guide

Collaboration

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Contents

Describes Genesys Multicloud CX Collaboration.

Genesys Multicloud CX supports the interoperability and collaboration of end points in various connection modes. Customers can choose the proper softphone or desk phone to fit agent needs and required experience.

Genesys Softphone ![aws] ![Azure]

Genesys softphone for voice calls that seamlessly integrates with the agent desktop user interface.

WebRTC Media Service ![aws] ![Azure]

Agents can use a browser-based softphone using the WebRTC protocol.

PSTN & PBX Based Agents ![aws] ![Azure]

Agents may use any PSTN-based or PBX-based phone set as long as the phone has Direct Inward Dialing (DID).

Desk Phone Support ![aws]

Hard phone SIP support is either directly connected to Genesys Multicloud CX or serviced from another SIP-enabled solution. Please note that Genesys hosted Engage Azure currently does not support Desk Phone.