



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Multicloud CX User Guide

Collaboration

9/10/2025

Contents

- [1 Genesys Softphone](#)
- [2 WebRTC Media Service](#)
- [3 PSTN & PBX Based Agents](#)
- [4 Desk Phone Support](#)

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

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

WebRTC Media Service

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

PSTN & PBX Based Agents

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

Desk Phone Support

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.