

Connecting the Smart Kiosk to *Genesys Cloud CX*

A practical guide for organisations already running Genesys — how the Velocity Smart Kiosk plugs into your existing Genesys Cloud CX contact centre, and what to plan for before you deploy.

THE IDEA IN BRIEF

Let your Genesys contact centre answer the physical last mile

AI now closes most IT service tickets end to end. The exception is the moment a request needs *hands* — a device handover, a peripheral swap, a broken-laptop exchange. The Velocity Smart Kiosk closes that physical last mile, and when a user needs a person, a single “**Call for Help**” tap starts a live two-way video engagement with your support team.

For organisations that already run **Genesys Cloud CX**, that engagement doesn't need a new platform or a new vendor in the call path. It arrives into the Genesys org you already operate — routed by your Architect flows, answered in the Genesys agent desktop, and governed, recorded and reported under your existing Genesys setup.

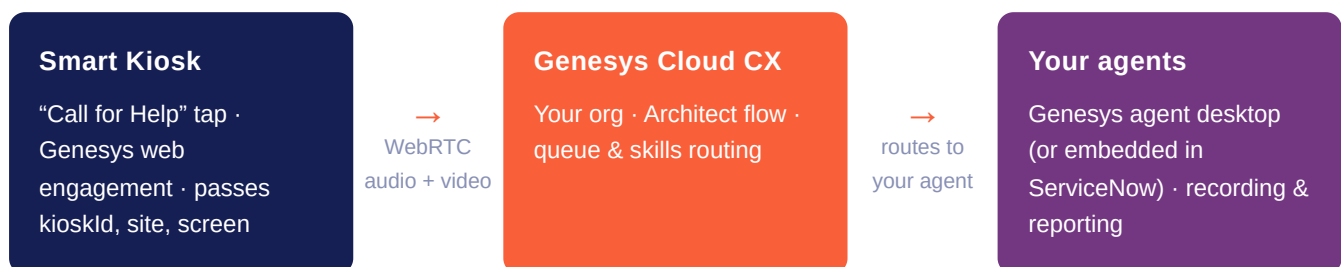
WHY THIS MATTERS

Your service desk is being automated from the top down. As the digital layers of support get cheaper, the physical layer becomes a larger share of cost and a more visible point of failure. The Smart Kiosk lets Genesys reach that physical layer — using the routing, agents and reporting you already run.

HOW THE CONNECTION WORKS

The kiosk is a thin client. Genesys is the router. Nothing of ours sits in the call path.

A “Call for Help” tap opens a **Genesys web engagement** on the kiosk screen and starts a **WebRTC audio-and-video interaction** into *your* Genesys Cloud CX org. A Genesys **Architect flow** applies your routing and places the interaction on a queue; skills-based routing hands it to an available agent in the Genesys agent desktop. Kiosk context — which kiosk, which site, which screen the user was on — travels with the interaction as conversation attributes, so the agent knows where the person is before they speak.



Because the media path is WebRTC straight into your Genesys org and the routing logic is your Architect flow, **no Velocity-proprietary system sits between the caller and your agent**. That keeps the data, the audit trail and the security model inside your existing Genesys governance.

WHAT YOU ALREADY HAVE VS WHAT WE ADD

For an existing Genesys customer, most of the stack is already yours

You already have

Your Genesys Cloud CX org, your agents and roles, your queues, Architect flows and skills, your recording and analytics, and your data-residency region.

Velocity adds

The kiosk hardware and firmware, the “Call for Help” experience, the web-engagement configuration, a kiosk routing flow, and the kiosk context that pops on the agent’s screen.

In most cases this is configuration against systems you already run, not a project to procure and deploy a new platform.

Planning checklist

None of the following is a blocker — but each is worth confirming early. Your Velocity and Genesys contacts can help you tick these off, and exact endpoint and licensing details should be validated against current Genesys documentation for your org.

Area	What to plan for
Agent environment (no VDI)	Browser-based WebRTC video is unreliable or unsupported on virtual desktops (Citrix, VMware Horizon, AVD) because of how audio/video devices are redirected. Agents who take kiosk video should be on a normal Chrome/Edge browser on a physical machine, or use a Genesys-supported VDI media configuration. If your desk is VDI-heavy, plan a small pool of physical “video desks”.
Network & firewall	WebRTC media needs the Genesys Cloud media endpoints and ports open (TLS on TCP 443 plus the UDP media range Genesys publishes) from both the kiosk network and the agent network. UDP media is often restricted on locked-down networks — confirm the current Genesys firewall requirements with your network team.
Camera, microphone & audio	Kiosk and agent devices need a working camera and mic with permissions granted. A headset on the agent side prevents echo. On the kiosk, permissions are pre-authorised at the browser level so the user is never prompted.
Physical environment & lighting	Kiosk placement drives call quality: even, front-facing light (avoid strong backlight from windows), a reasonably quiet spot for intelligible audio, and a mounting height that frames an adult’s face. Confirm a wired network drop or strong Wi-Fi and mains power at each location.
Routing, queues & resolver groups	Decide which Genesys queue kiosk interactions land in and which team (resolver / assignment group) owns them, the skills required, your hours of operation, and out-of-hours / at-capacity behaviour (overflow, callback, message). A dedicated queue for kiosk calls makes reporting cleaner.
Data residency & region	The interaction runs in your own Genesys Cloud CX org , so recordings and transcripts stay under your governance and retention policy. Confirm your Genesys Cloud region matches your data-residency requirements.
Licensing & entitlement	Web messaging / web engagement and video are gated by Genesys Cloud CX licence tier and add-ons . Confirm your subscription includes the digital / web-engagement and video capability before scoping — this is a commercial check, not a technical one.
Security & authentication	For anything user-facing, use Genesys’ deployment/authentication controls and restrict the web deployment to the exact origin the kiosk serves from.

GO DEEPER IF YOU WANT TO

Optional: land every interaction inside ServiceNow

If you run ServiceNow alongside Genesys, the kiosk interaction can be surfaced inside ServiceNow through the Genesys ServiceNow integration — so the call is answered with kiosk context on the agent's ServiceNow screen and the record lives in your instance. This keeps a kiosk video escalation, an AI workflow and a locker transaction on the same ServiceNow data model. It is an optional, deeper integration on top of the standalone video channel described above.

Talk to us about **your** last mile

If you already run Genesys Cloud CX, the fastest way to see this is a short working demo against a test kiosk. We'll walk your team through the configuration, the planning checklist above, and where it fits your service model.

velocity-smart.com · **Smart Kiosk — the ServiceNow-native bridge from AI to physical IT support**

This whitepaper is a high-level overview for planning purposes. Genesys Cloud CX and its capabilities are provided by Genesys and evolve over time; confirm current feature, licensing, region and network requirements with your Genesys and Velocity contacts before deployment. Genesys and Genesys Cloud CX are trademarks of Genesys Telecommunications Laboratories, Inc. © 2026 Velocity Smart Technology.