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An AI-first business of Pronix Inc.

REFERENCE ARCHITECTURE · PNX-RA · 219

AI QA on Genesys Cloud CX

Automated 100% call QA on Genesys Cloud CX with LLM-based scoring, coaching signals, calibration workflow and WFM integration — the reference we deploy inside multi-tenant BPO estates.

PREPARED FOR

QA Manager, Head of Contact Center Ops, CX Platform Owner

PREPARED BY

pronix.ai CX Engineering, Contact Center AI architects

EDITION

Updated Q1 2026 · 9 min read · 16-page PDF + diagrams

STRATEGY · IMPLEMENTATION · TALENT pronix.ai/resources

EXECUTIVE SUMMARY

AI QA on Genesys Cloud CX

Automated 100% call QA on Genesys Cloud CX with LLM-based scoring, coaching signals, calibration workflow and WFM integration — the reference we deploy inside multi-tenant BPO estates.

What you'll take away

- How to score 100% of calls without the model gaming your scorecard
- Calibration workflow with QA analysts in the loop
- Coaching signal design and the manager dashboard
- WFM and scheduling integration
- Genesys Cloud CX-specific extraction and delivery patterns

Audience: QA Manager, Head of Contact Center Ops, CX Platform Owner

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What's inside

#	Section	Focus
01	Data path	Genesys Cloud recording API → transcription → scoring pipeline.
02	LLM scoring	Rubric design, judge-model choice, calibration against human QA.
03	Coaching loop	How signals reach the supervisor and the agent without noise.
04	WFM integration	Skill-based routing feedback, coaching time on schedule.

SECTION 01

Data path

Genesys Cloud recording API → transcription → scoring pipeline.

In our engagements, the practical work in this section usually breaks down into three deliverables: how to score 100% of calls without the model gaming your scorecard; calibration workflow with qa analysts in the loop.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

SECTION 02

LLM scoring

Rubric design, judge-model choice, calibration against human QA.

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WHAT GOOD LOOKS LIKE

Calibration workflow with QA analysts in the loop

SECTION 03

Coaching loop

How signals reach the supervisor and the agent without noise.

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SECTION 04

WFM integration

Skill-based routing feedback, coaching time on schedule.

In our engagements, the practical work in this section usually breaks down into three deliverables: wfm and scheduling integration.

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WHAT GOOD LOOKS LIKE

WFM and scheduling integration

FREQUENTLY ASKED

Questions from enterprise buyers

Can this coexist with NICE Enlighten AI QA?

Yes — we frequently run both in parallel during evaluation windows and let the client pick per business unit.

TURN THIS INTO A DECISION

Book a 30-minute working session.

Bring your platform, data, seats and delivery constraints. A pronix.ai strategy or CX engineering lead will walk this document through with your team and adapt it — no slideware, no generic playbook.

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