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[IPD Overview](#)

IPD Overview

There is a difference between interaction process diagrams (IPDs) used for voice-only interactions and IPDs used for multimedia interactions.

- An IPD for multimedia interactions will contain **Interaction Queue**, **Media Server**, and **Workflow** blocks and possibly multiple instances of each block depending on the design.
- An IPD for voice interactions will only contain a Workflow block that points to a single workflow resource.
- An IPD for multimedia interactions may contain **workflow-generated blocks** whereas an IPD for voice interactions will not show these nodes.