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Genesys Info Mart User's Guide

IVR-in-Front-of-Switch Call Flows

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IVR-in-Front-of-Switch Call Flows

This page illustrates inbound voice call flows that are available in IVR solutions where the IVR is deployed in front of the switch.

Voice interactions arrive at an IVR that is visible to the IVR Server's virtual T-Server. Either self-service, or simply front-end identification and segmentation, can be the focus of the IVR application. If the IVR application cannot completely handle the voice interaction, the interaction can be transferred to an ACD queue behind the switch that represents a requested skill, service type, or customer segment. Agents who are logged in to the ACD queues handle the interactions. Alternatively, the interaction can be transferred directly to an agent.

The following IVR-in-front-of-switch call flows are supported:

- [Inbound to IVR DN](#)
- [IVR transfer to ACD queue](#)
- [IVR transfer to agent](#)

For other IVR-in-front-of-switch call flows, see [IVR-in-Front-of-Switch Assisted by Universal Routing Call Flows](#). See also [Validated Voice Call Flows](#).

Inbound to IVR DN

In this call topology, a call arrives at an IVR DN. The following diagrams illustrate two possible outcomes:

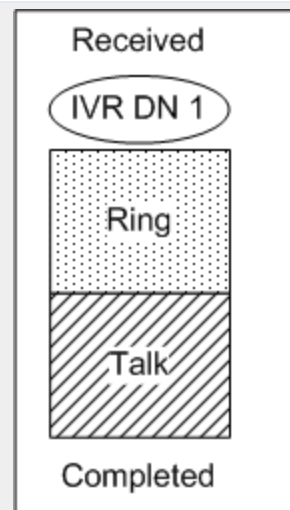
- [Call completes normally \(self-service IVR\)](#)
- [Call is abandoned by the customer \(nonself-service IVR\)](#)

Self-service IVR — Call completes normally

This diagram depicts the IRF representation of the call topology when the call completes normally in the case of a self-service (SS) IVR (when the IVR is in its own box).

Technical Descriptors illustrated:

- Received/Completed

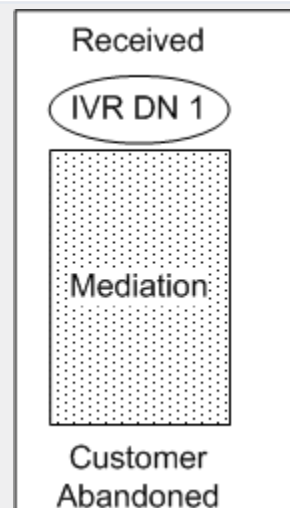


Nonself-service IVR — Call abandoned by customer

This diagram depicts the IRF representation of the call topology when the call is abandoned by the customer. This is the nonself-service (nonSS) IVR case.

Technical Descriptors illustrated:

- Received/CustomerAbandoned [AnsweredByOther]



IVR transfer to ACD queue

In this call topology, a call arrives at an IVR DN, which hook-flash transfers the interaction to an ACD queue, from which the call is eventually distributed to an agent. The following diagrams illustrate two possible reporting results:

- **Transfer to ACD queue from an SS IVR**

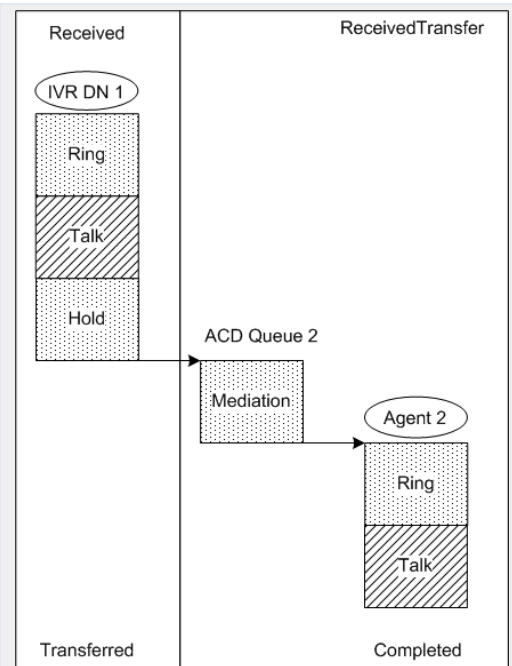
- Transfer to ACD queue from a nonSS IVR

IVR transfer to ACD queue — Self-service IVR

This diagram depicts the IRF representation of the call topology in the case of an SS IVR (when the IVR is in its own box).

Technical Descriptors illustrated:

- Received/Transferred
- ReceivedTransfer/Completed

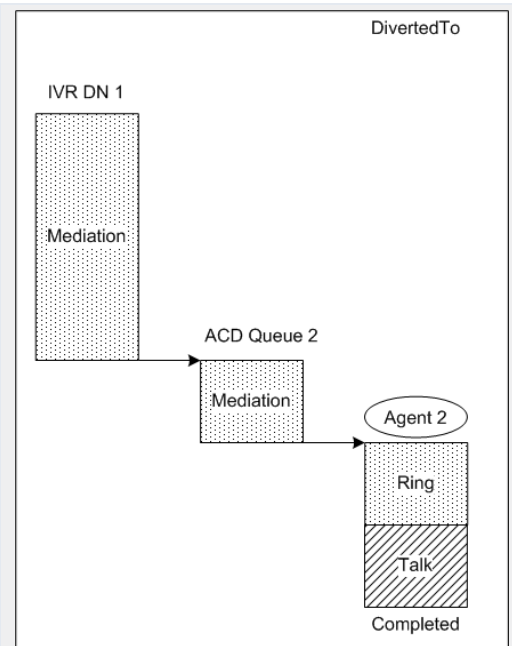


IVR transfer to ACD queue — Nonself-service IVR

This diagram depicts the IRF representation of the call topology in the case of a nonSS IVR.

Technical Descriptors illustrated:

- DivertedTo/Completed



IVR transfer to agent

In this call topology, a call arrives at an IVR DN, which hook-flash transfers the interaction to an agent. The following diagrams illustrate two possible reporting results:

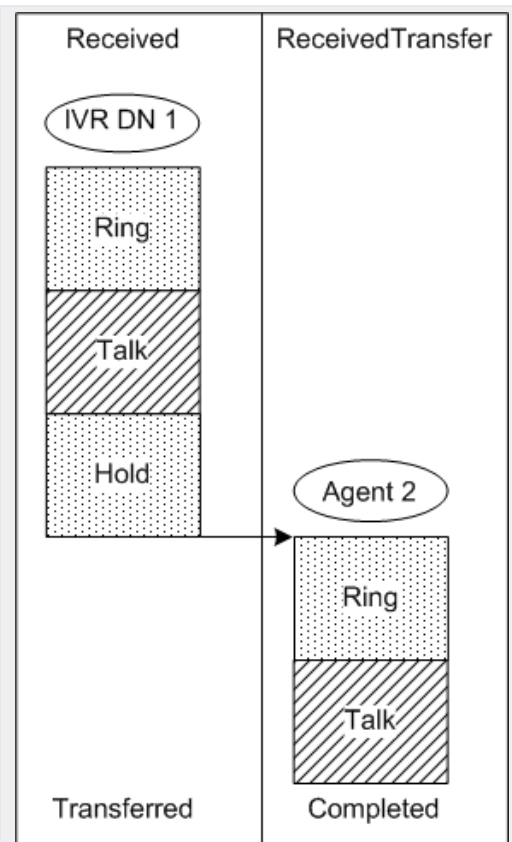
- Transfer to agent from an SS IVR
- Transfer to agent from a non-SS IVR

IVR transfer to agent — Self-service IVR

This diagram depicts the IRF representation of the call topology in the case of an SS IVR.

Technical Descriptors illustrated:

- Received/Transferred
- ReceivedTransfer/Completed



IVR transfer to agent — Nonself-service IVR

This diagram depicts the IRF representation of the call topology in the case of a nonSS IVR.

Technical Descriptors illustrated:

- Received/Completed

