Genesys Info Mart User's Guide

IVR-Behind-Switch Call Flows

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Contents

IVR-Behind-Switch Call Flows

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

Voice interactions that arrive at the switch are queued to an ACD queue, where the ACD positions are actually IVR DNs. 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 that represents a requested skill, service type, or customer segment. Agents who are logged in to the ACD queues handle the interactions.

The following IVR-behind-switch call flows are supported:

- Inbound to IVR via ACD queue
- Inbound to IVR directly
- Mute transfer to ACD queue
- Mute transfer to agent

Inbound to IVR via ACD queue

In this call topology, the interaction arrives at the ACD queue and is diverted to an IVR DN. The following diagrams illustrate two possible outcomes:
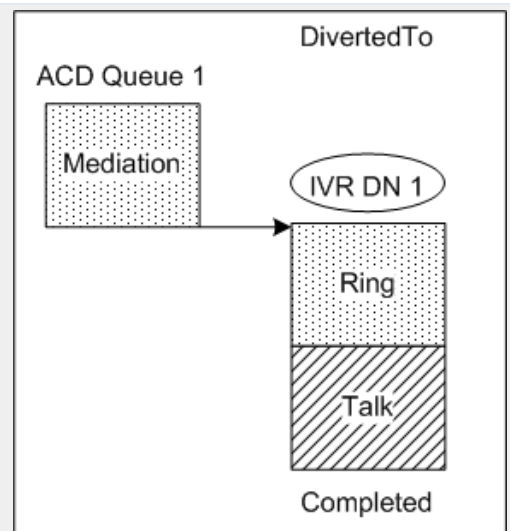
- Inbound to ACD queue completes normally (self-service IVR)
- Inbound to ACD queue is abandoned by the customer (nonself-service IVR)

Inbound to ACD queue (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).

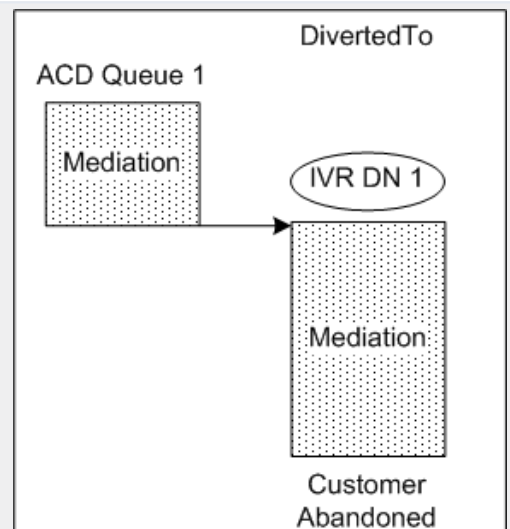**Technical Descriptors illustrated:**

- DivertedTo/Completed

Inbound to ACD queue (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:

- DivertedTo/CustomerAbandoned [AnsweredByOther]

Inbound to IVR directly

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

- Inbound to IVR completes normally (self-service IVR)
- Inbound to IVR is abandoned by the customer (nonself-service IVR)

Inbound to IVR (self-service IVR) — Call completes normally

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

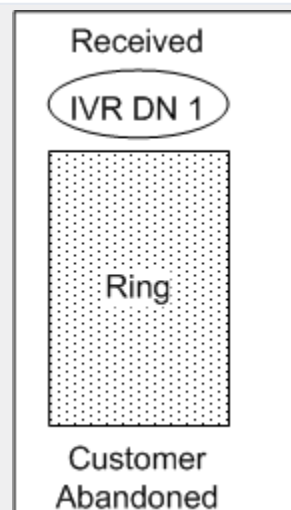**Technical Descriptors illustrated:**

- Received/Completed
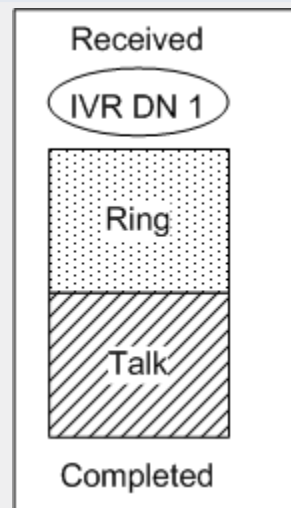
Inbound to IVR (nonself-service IVR) — Call abandoned by customer

This diagram depicts the IRF representation of the call topology when the call is abandoned by the customer. This is the nonSS IVR case.

Technical Descriptors illustrated:

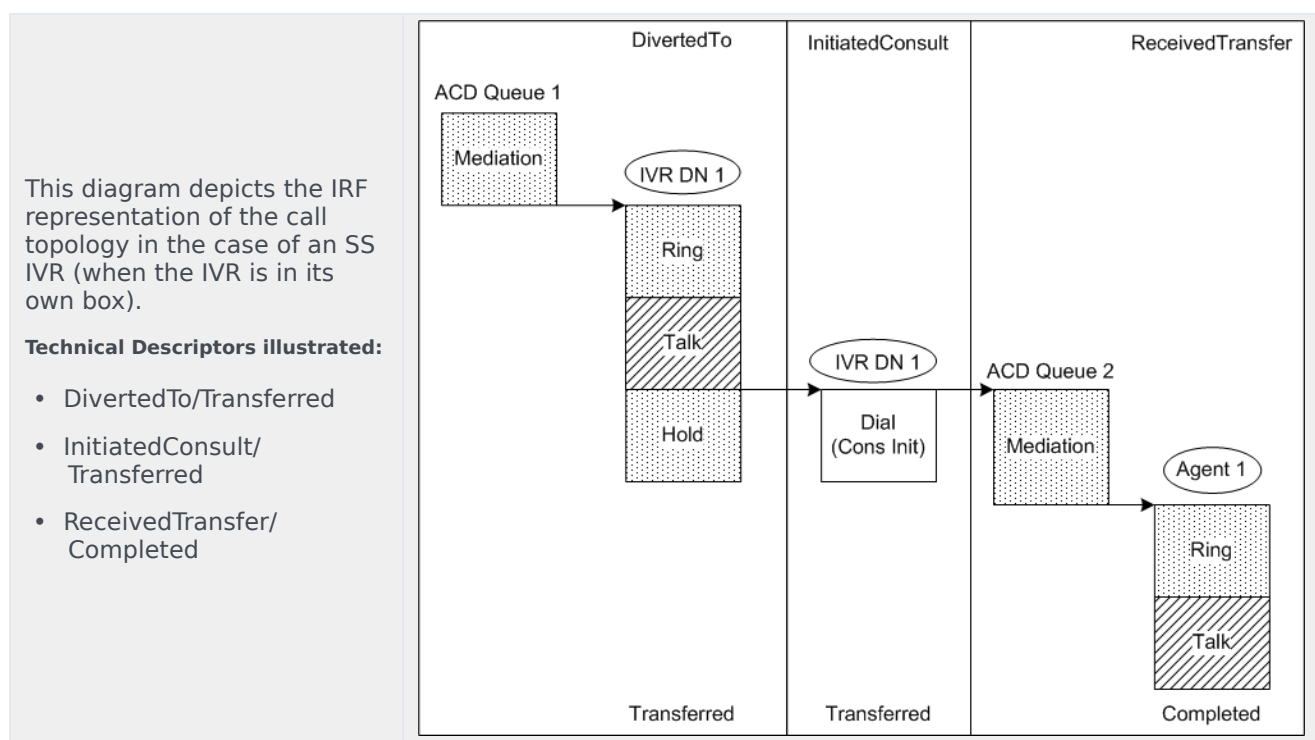- Received/CustomerAbandoned [AnsweredByOther]
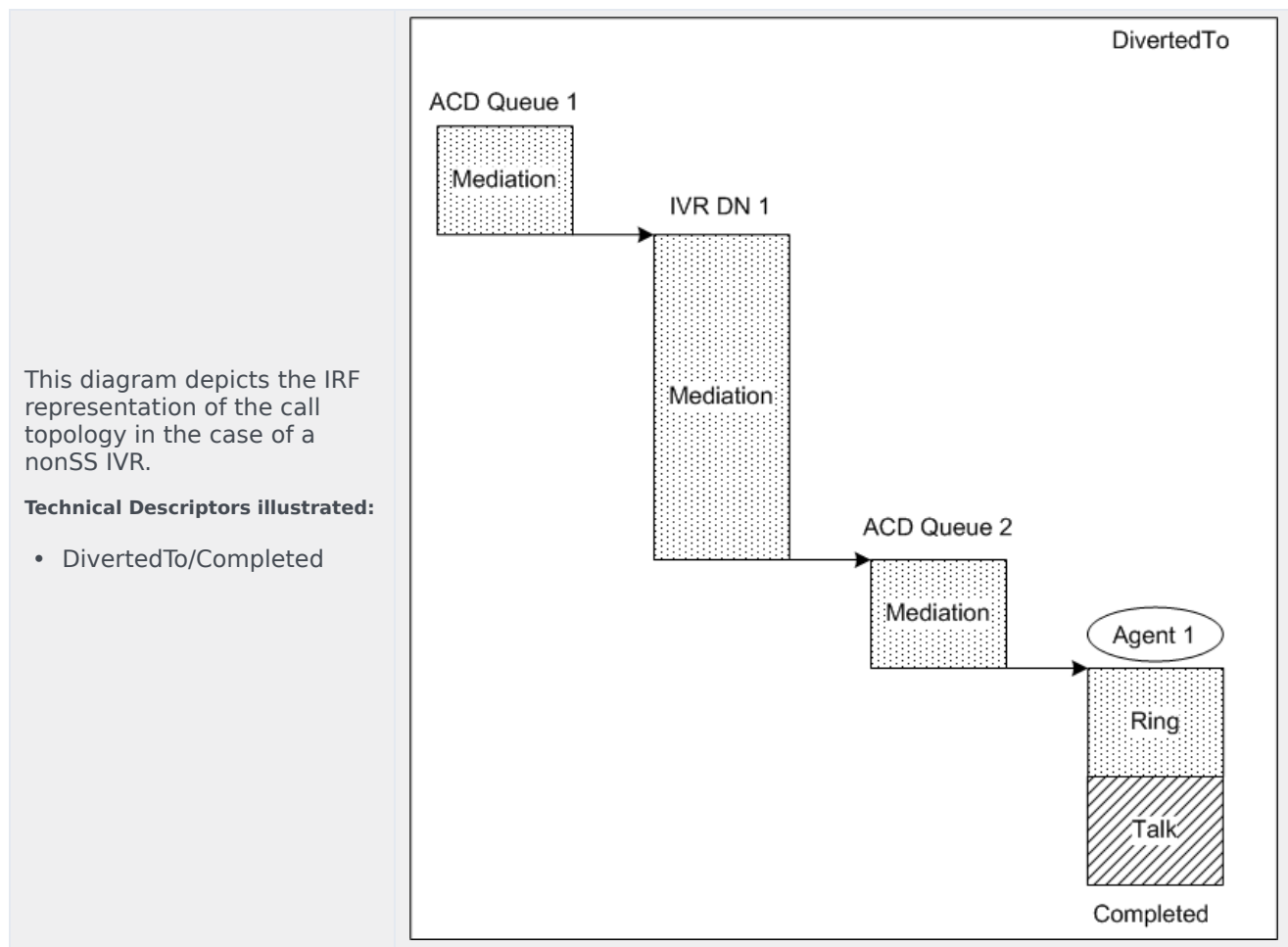
Mute transfer to ACD queue

In this call topology, the interaction is mute transferred to an agent via an ACD queue. The interaction arrives at an ACD queue and is diverted to an IVR DN. The IVR then mute transfers the call to another ACD queue. The following diagrams illustrate two possible cases:

- Mute transfer to ACD queue from a self-service IVR
- Mute transfer to ACD queue from a nonself-service IVR

Mute 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:

- DivertedTo/Transferred
- InitiatedConsult/ Transferred
- ReceivedTransfer/ Completed

Mute 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:
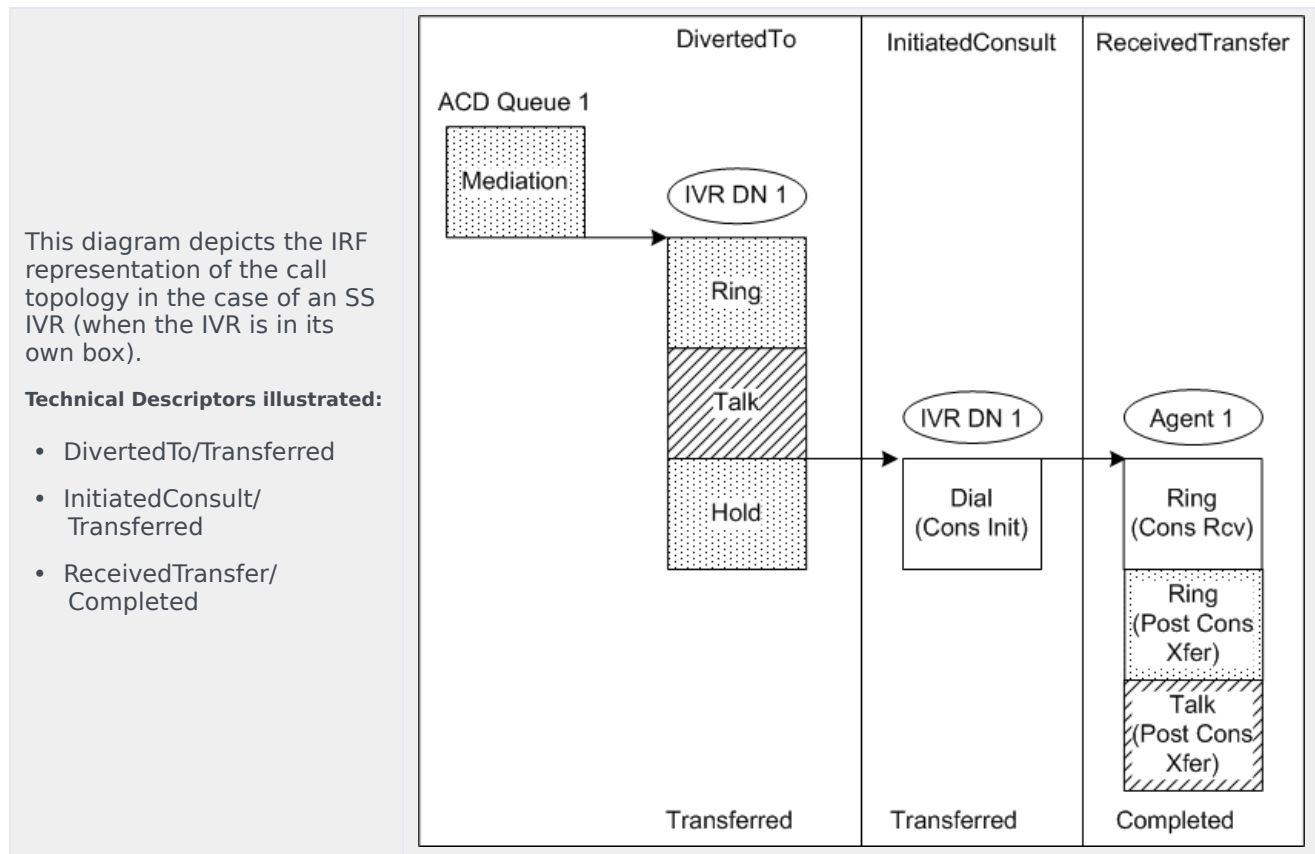
- DivertedTo/Completed

Mute transfer to agent

In this call topology, the interaction is mute transferred to an agent. The interaction arrives at an ACD queue and is diverted to an IVR DN. The IVR then mute transfers the call to an agent. The following diagrams illustrate two possible cases:

- Mute transfer to agent from a self-service IVR
- Mute transfer to agent from a nonself-service IVR

Mute transfer to agent — 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:

- DivertedTo/Transferred

- InitiatedConsult/ Transferred

- ReceivedTransfer/ Completed

Mute 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:

- DivertedTo/Completed