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Genesys Info Mart User's Guide

IVR-in-Front-of-Switch Assisted by Universal Routing Call Flows

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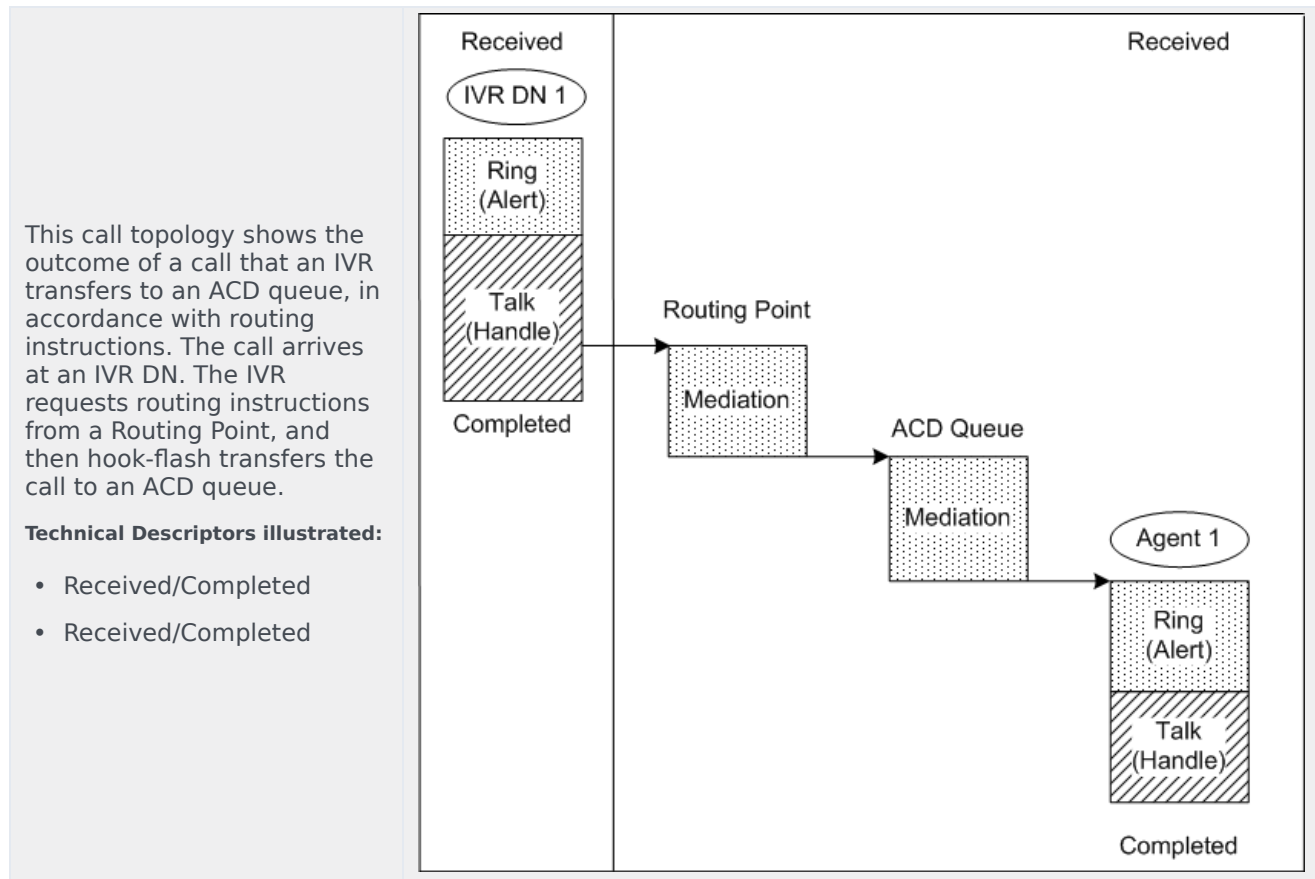
This page illustrates voice inbound call flows that are available in IVR solutions that use Genesys Universal Routing, where the IVR is deployed in front of the switch.

Voice interactions arrive at an IVR that is visible to the IVR Server's virtual T-Server. Through a Routing Point in the IVR Server's virtual T-Server, the IVR application invokes an Universal Routing strategy. Universal Routing instructs the IVR application to play applications or collect information. Universal Routing uses the collected information to return an appropriate target. The IVR application hook-flash transfers the call to that target.

The following call flows are supported:

- Inbound interaction — IVR transfers to ACD queue
- Inbound interaction — IVR transfers to agent

Inbound interaction — IVR transfers to ACD queue



Inbound interaction — IVR transfers to agent

