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Genesys Info Mart User's Guide

Universal Routing Assisted by IVR-Behind-Switch Call Flows

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Universal Routing Assisted by IVR-Behind-Switch Call Flows

This page illustrates voice inbound call flows that use IVRs in a Genesys Universal Routing solution, 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. The IVR collects digits and information about the caller and transfers the call to a Routing Point. Universal Routing uses the collected information to select an appropriate routing target. Basic targets are ACD queues and individual DNs. More advanced targets are agent groups, place groups, and skill expressions.

The following call flows are supported:

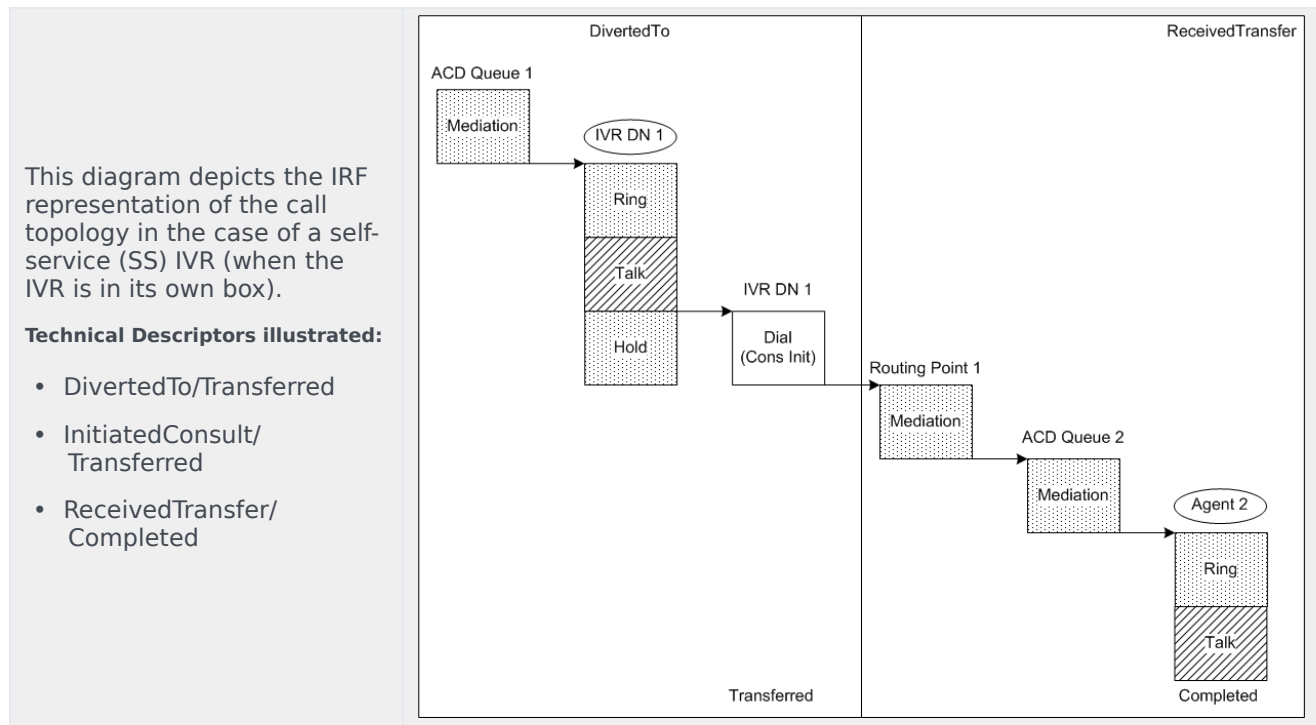
- Inbound call — Routing Point routes to ACD queue
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Inbound call — Routing Point routes to ACD queue

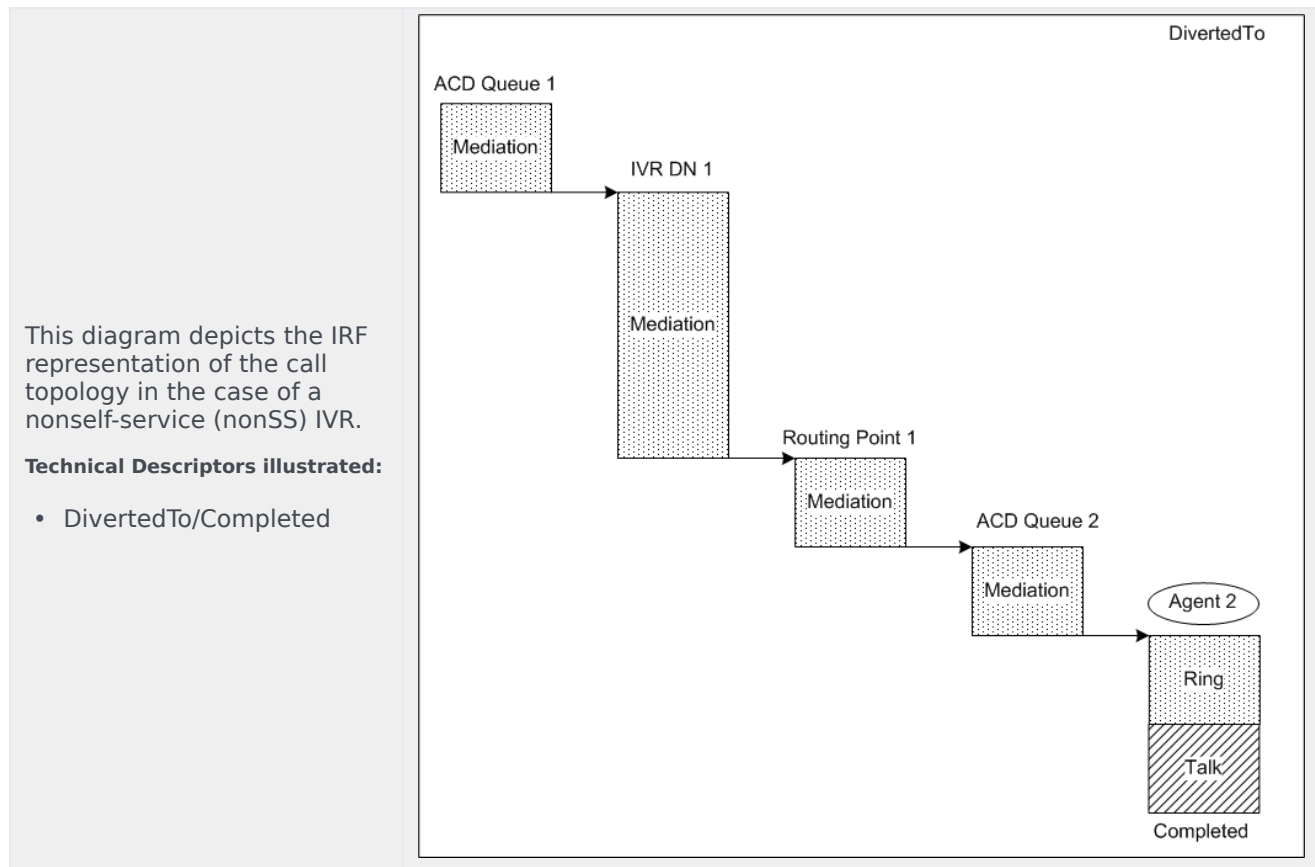
This call topology shows the outcome of a call that is routed to an agent via an ACD queue. The call arrives at an ACD queue and is diverted to an IVR DN. The IVR then transfers the call to a Routing Point, which routes the call to an ACD queue. The following diagrams illustrate the outcomes for:

- Self-service IVR
- Nonself-service IVR

Routing Point routes to ACD queue (self-service IVR)



Routing Point routes to ACD queue — (nonself-service IVR)

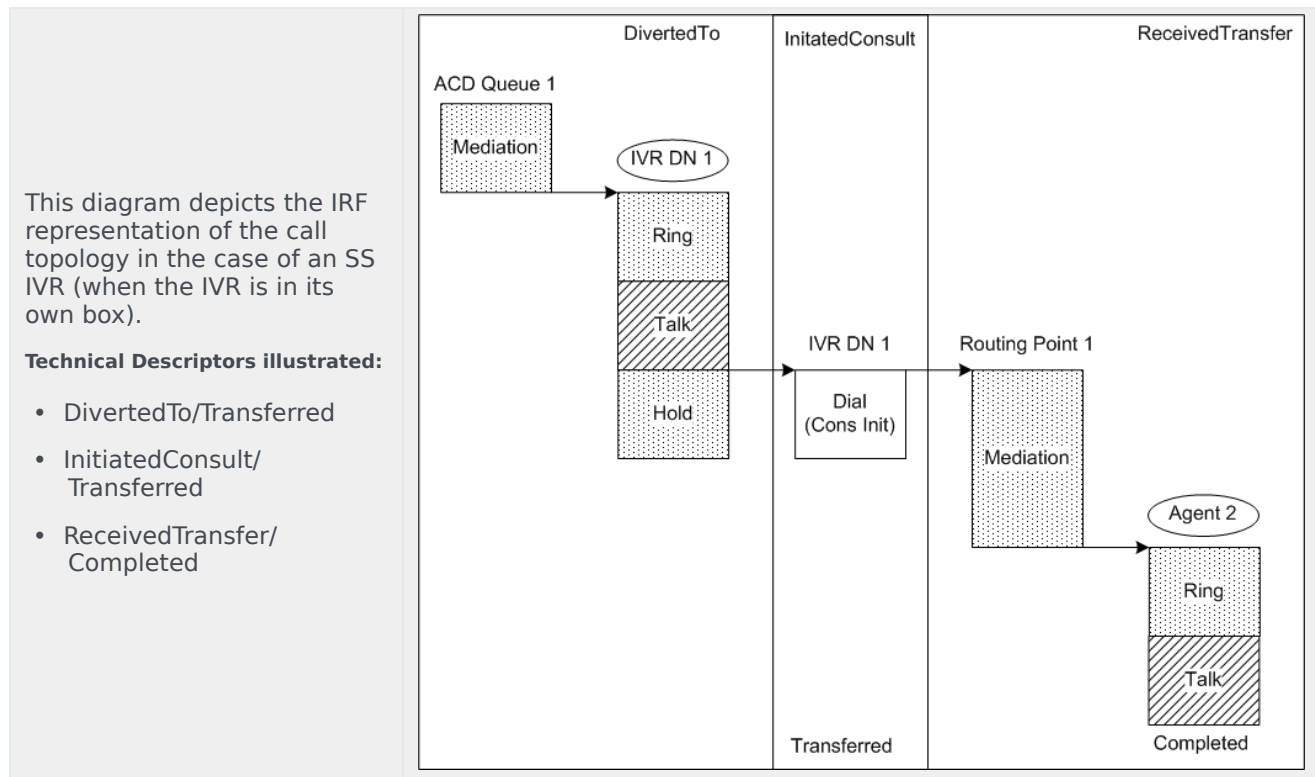


Inbound call — Routing Point routes to agent

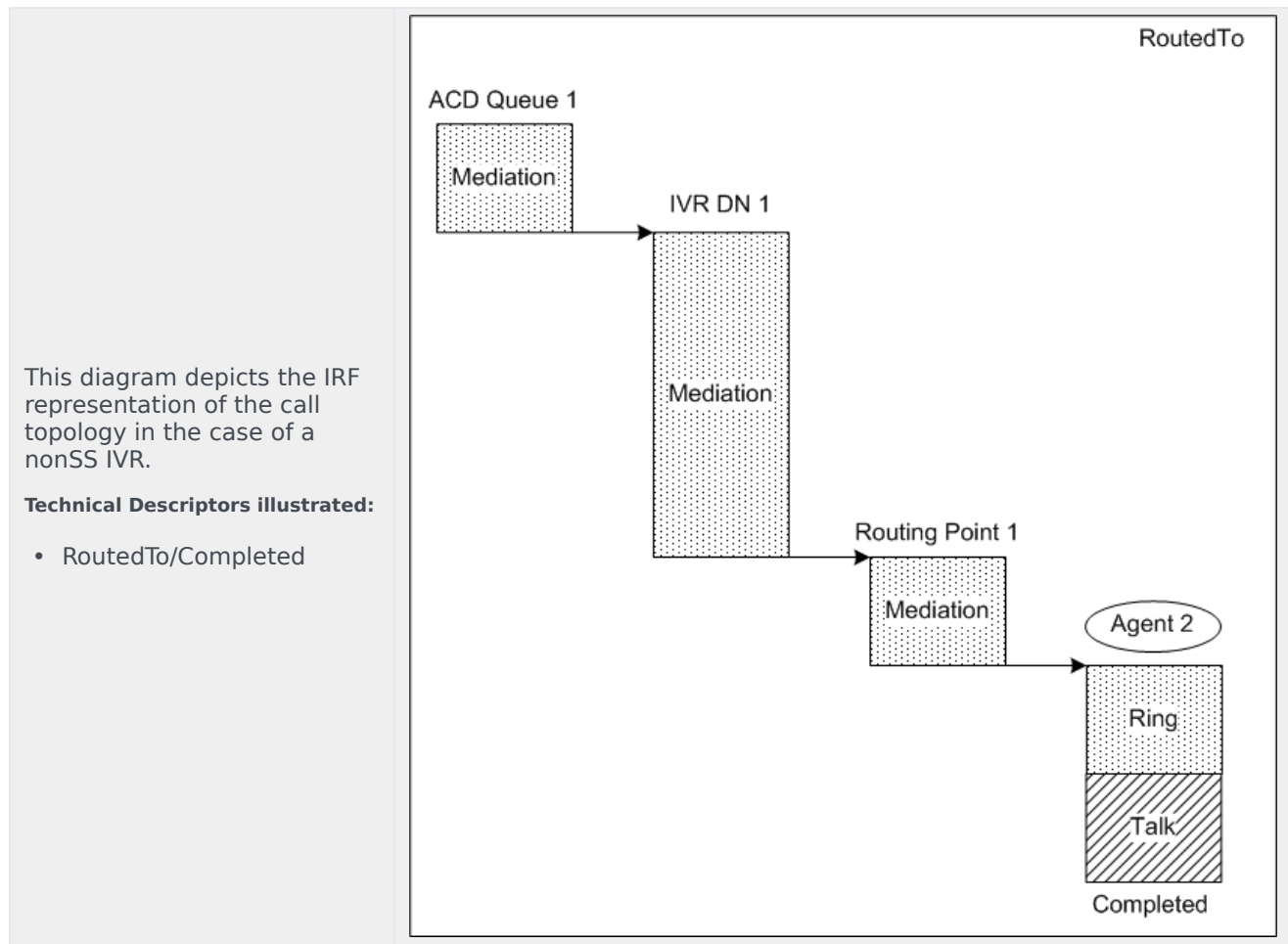
This call topology shows the outcome of a call that is routed directly to an agent. The call arrives at an ACD queue and is diverted to an IVR DN. The IVR then transfers the call to a Routing Point, which routes the call to an agent. The following diagrams illustrate the outcomes for:

- Self-service IVR
- Nonself-service IVR

Routing Point routes to agent (self-service IVR)



Routing Point routes to agent (nonself-service IVR)



Inbound call to ACD and parallel IVR

