Genesys Info Mart User's Guide

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

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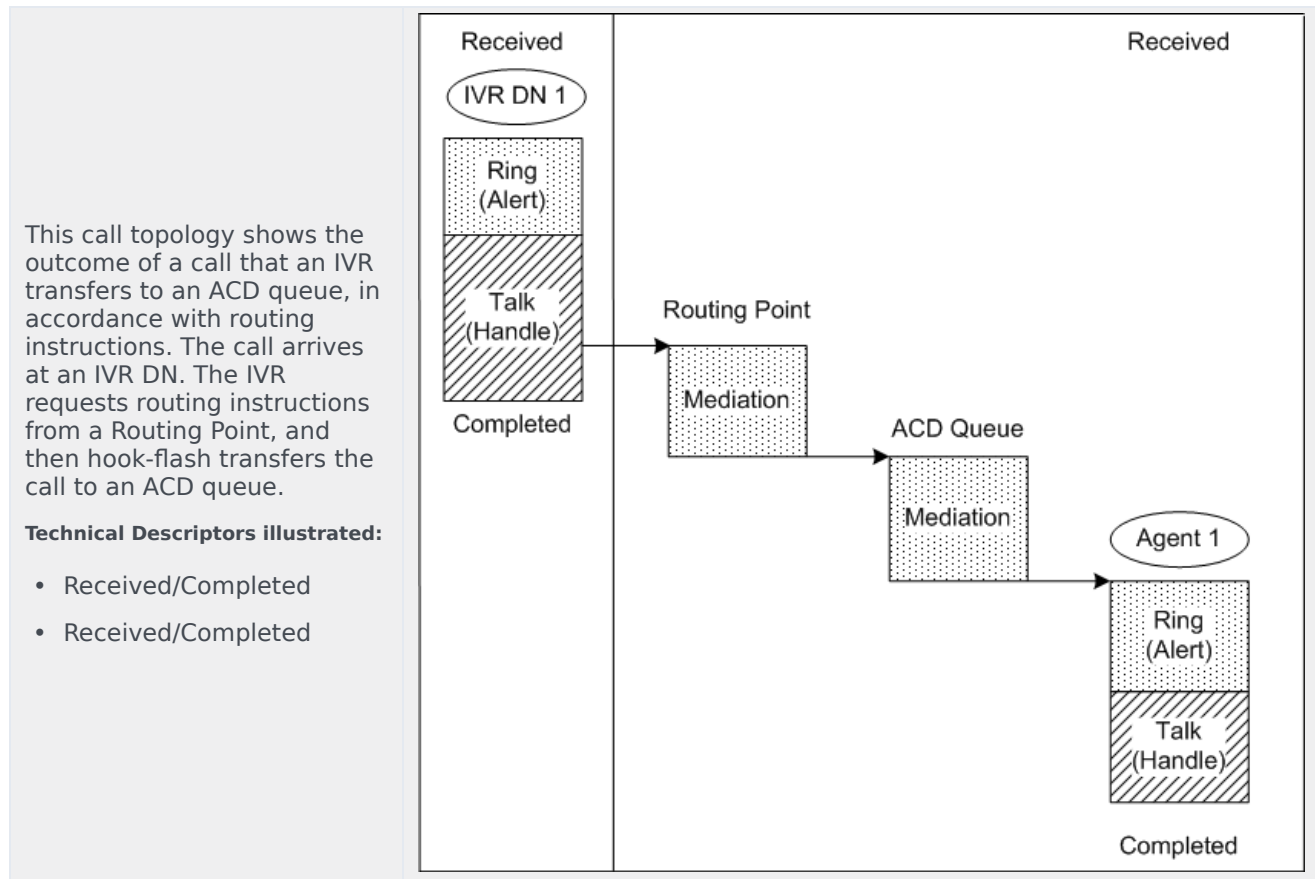# IVR-in-Front-of-Switch Assisted by Universal Routing Call Flows

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

This call topology shows the outcome of a call that an IVR transfers to an ACD queue, in accordance with routing instructions. The call arrives at an IVR DN. The IVR requests routing instructions from a Routing Point, and then hook-flash transfers the call to an ACD queue.

Technical Descriptors illustrated:

- Received/Completed
- Received/Completed

Inbound interaction — IVR transfers to agent

This call topology shows the outcome of a call that an IVR transfers directly to an agent, in accordance with routing instructions. The call arrives at an IVR DN. The IVR requests routing instructions from a Routing Point, and then hook-flash transfers the call to an agent.

Technical Descriptors illustrated:

- Received/Completed
- Received/Completed