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
- Inbound call — Routing Point routes to agent
- Inbound call to ACD and parallel IVR

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)

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

Technical Descriptors illustrated:

- DivertedTo/Transferred

- InitiatedConsult/ Transferred

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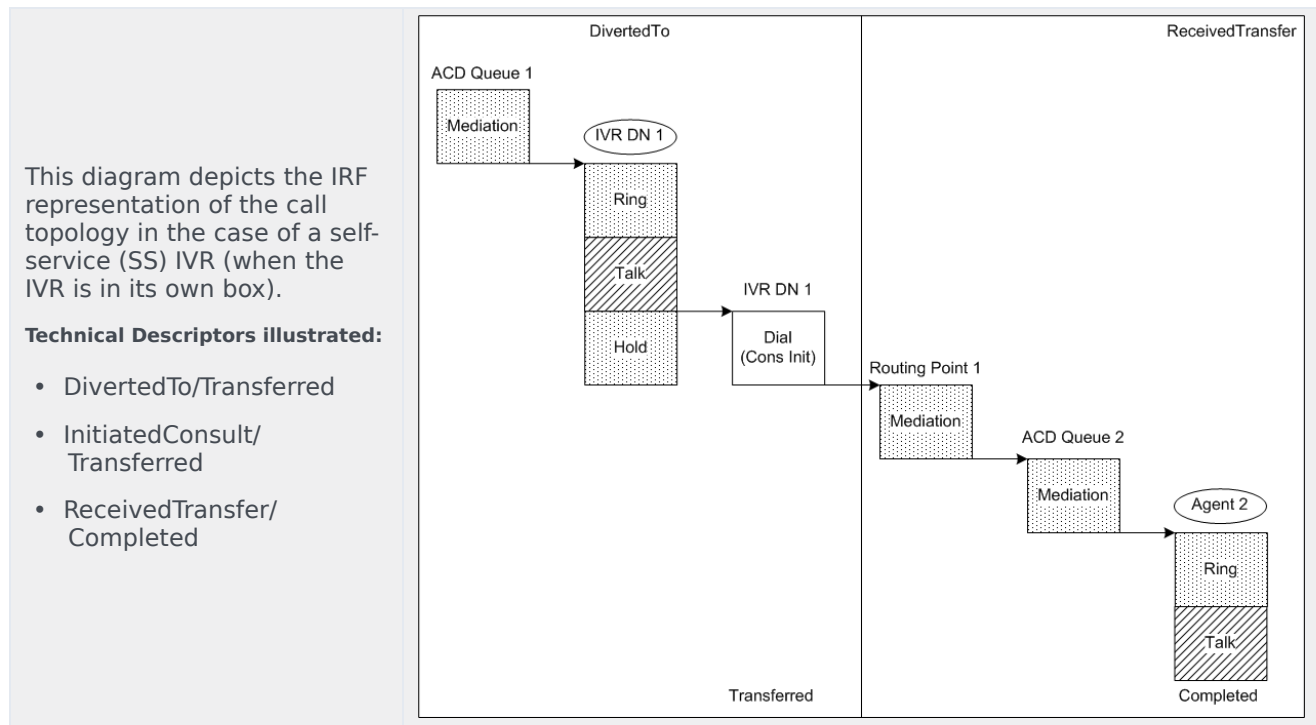
Routing Point routes to ACD queue — (nonself-service IVR)

This diagram depicts the IRF representation of the call topology in the case of a nonself-service (nonSS) IVR.

Technical Descriptors illustrated:

- DivertedTo/Completed

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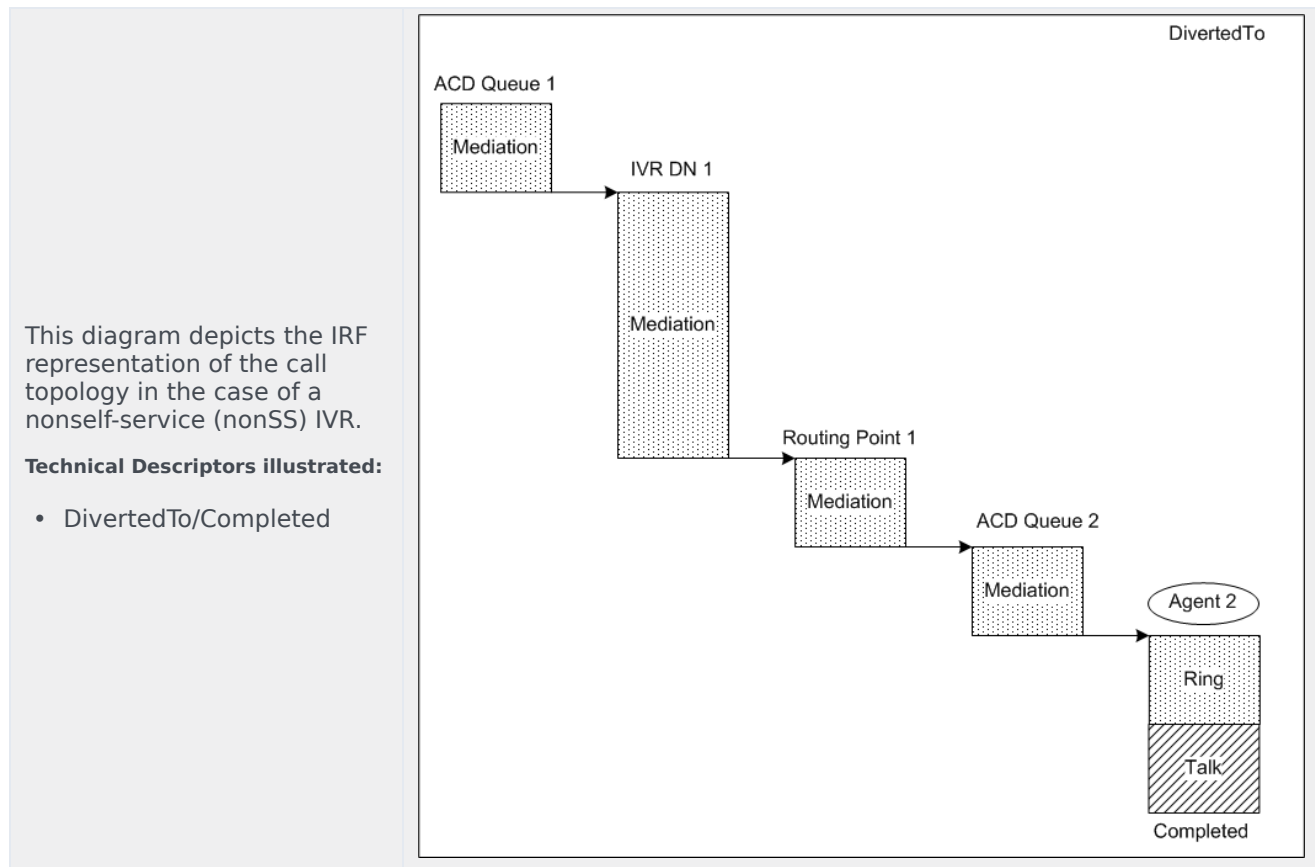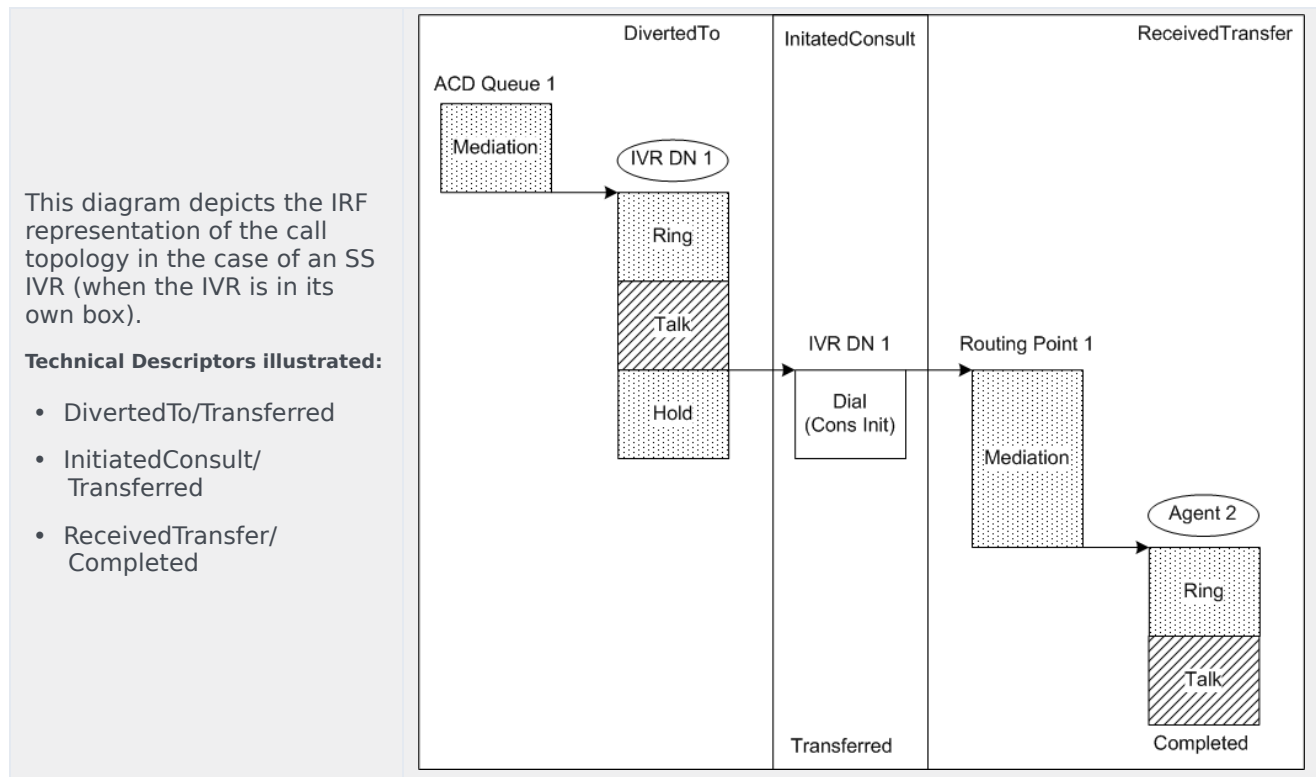
This call topology shows the outcome of a call that is routed directly to an agent. The call arrives at an ACD queue and is diverted to an IVR DN. The IVR then transfers the call to a Routing Point, which routes the call to an agent. The following diagrams illustrate the outcomes for:

- Self-service IVR
- Nonself-service IVR

Routing Point routes to agent (self-service IVR)

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

Routing Point routes 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:

- RoutedTo/Completed

Inbound call to ACD and parallel IVR

This call topology shows the outcome of a call that arrives at a Routing Point, which diverts the call to an ACD queue. While the call is queued at the ACD, the ACD interacts with an IVR, which collects a transfer number from the customer. The IVR returns the collected digits to the ACD, after which the ACD diverts the call to the customer-entered number.

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

Technical Descriptors illustrated:

- DivertedTo/Completed