

GENESYS

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Service Management UI Help

Examples of Call Flows for Access Number Allocation

5/12/2025

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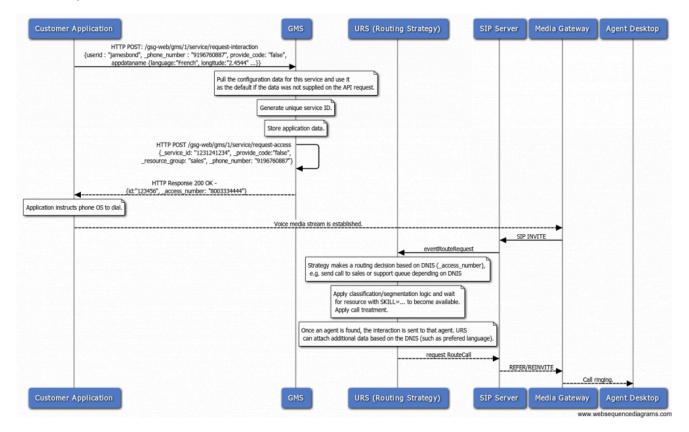
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 - 1.1 No Locking
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Examples of Call Flows for Access Number Allocation

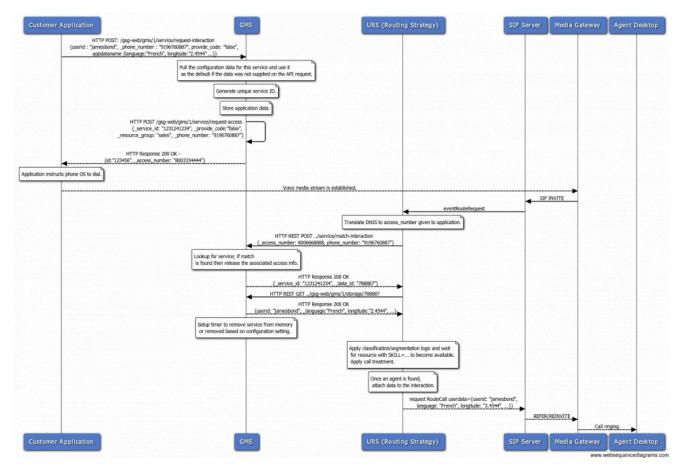
The following call flows show how you can use the following builtin services to implement access number allocation.

No Locking

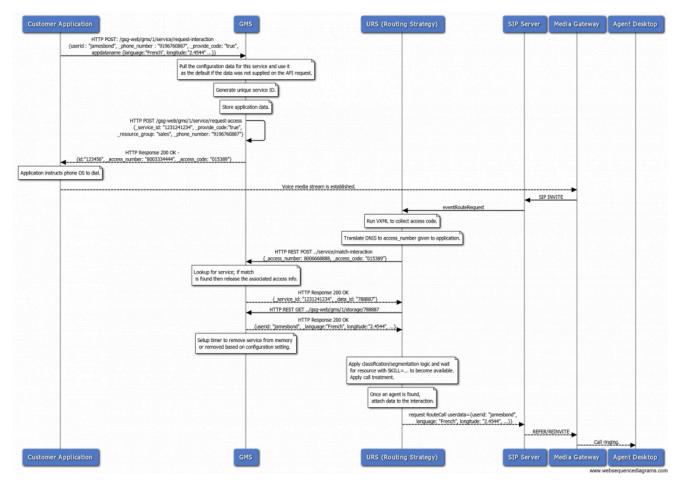
DNIS only - no match is done here



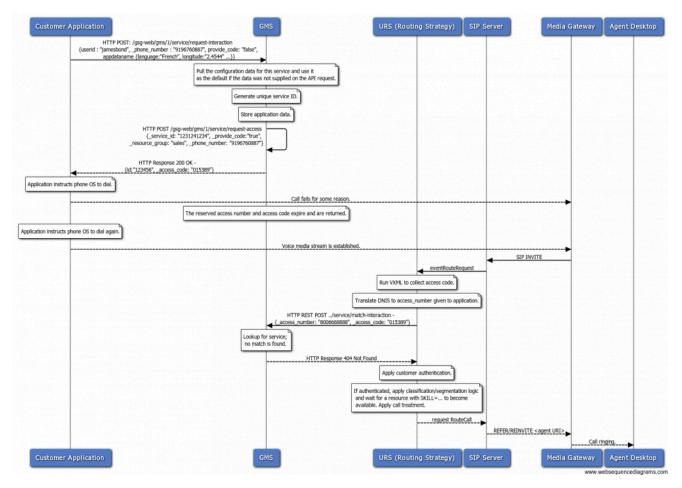
Match DNIS + ANI



Match DNIS + Access Code



No Match



Locking

The only difference between locking and non-locking call flows is the algorithm that determines how access numbers are handed out. In this case, a given access number is only assigned to a single service which allows for a more reliable match.

Match DNIS + ANI

Same as the equivalent no lock case.

Match DNIS + Access Code

Same as the equivalent no lock case.

No Match

Same as the equivalent no lock case.