Genesys Events and Models Reference

Genesys Interaction Models

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Genesys Interaction Models section of this document contains information on a selected list of call and interaction models. This information ranges from basic call scenarios to complex, but common ones. Based on the history of how this information has been presented in the past in various documents, model details may differ from section to section. This information appears in the following sections:

- Call Models and Flows presents the bulk of Genesys voice-based models. In this case, you can view call model details, and network attended transfer call flows. In each case, selected event information is provided to enhance your understanding of the model.

- Basic Interaction Models offers a look at selected models for interactions of non-voice type.

- IVR Call Flows contains the standard IVR call flows, with annotations.