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# Genesys Events and Models Reference

Routing Call Flow

12/14/2025

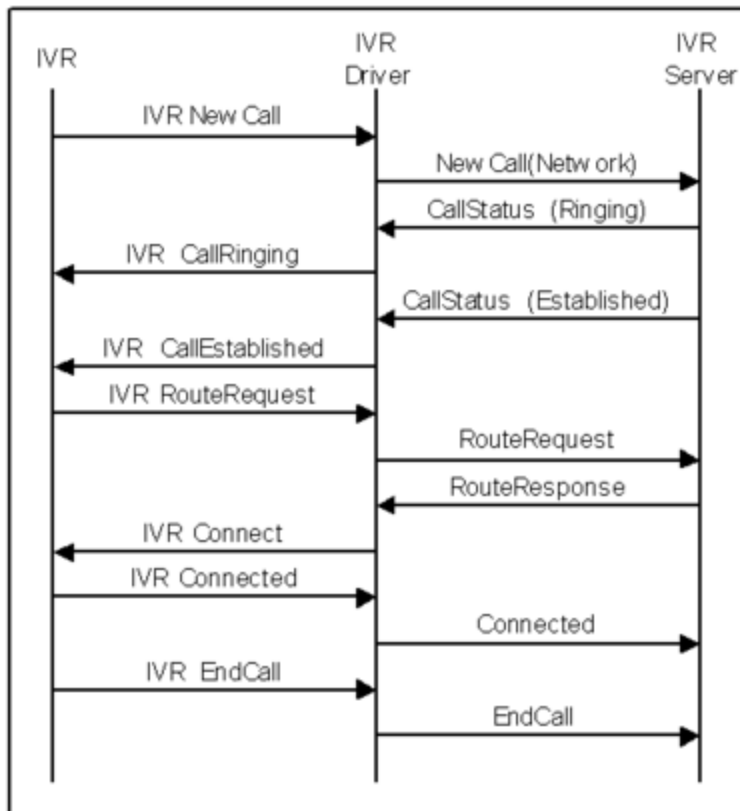
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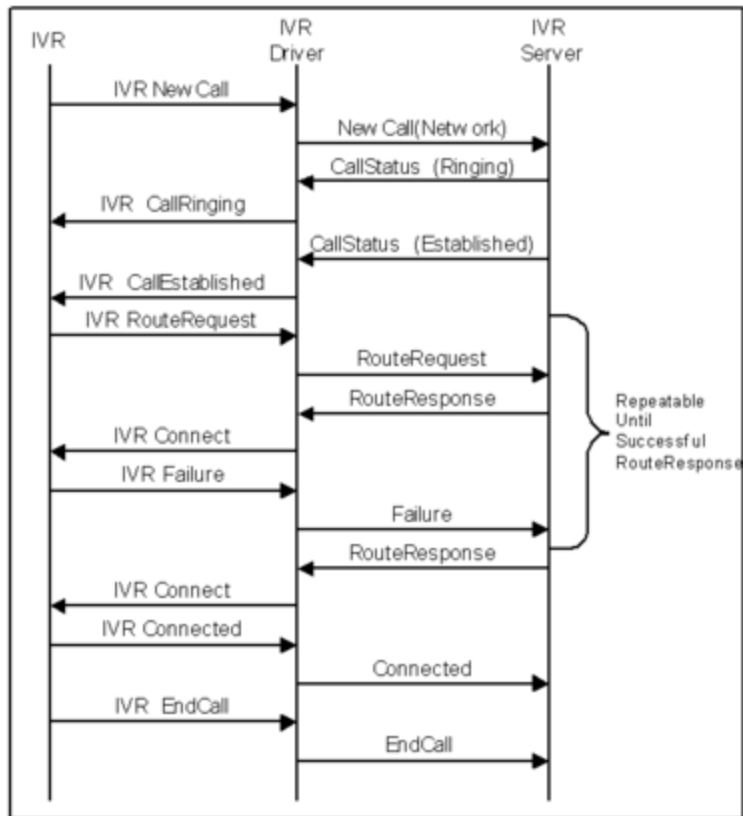
# Routing Call Flow

## Call Routing



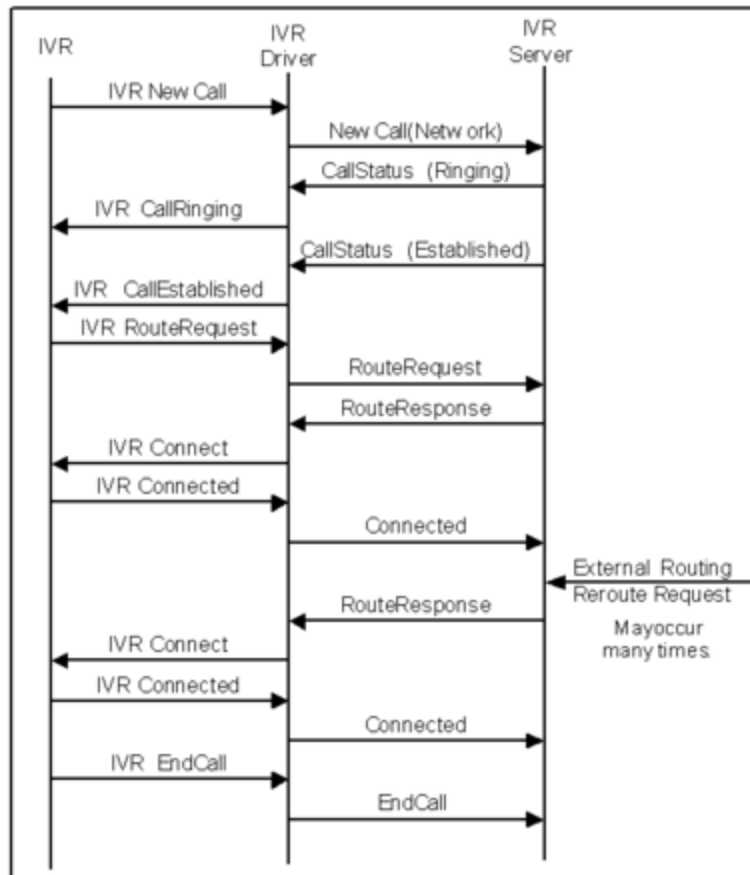
Call Routing Call Flow

## Route Failed



Call Flow Showing Failed Route Attempt

## Reroute



### Rerouted Call

The external routing request is delivered from URS by the IVR Server.