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Genesys Events and Models Reference

Routing Messages

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Routing Messages

This message is the basic response resulting from requests to start a call, route it, confirm the connection or indicate failure to connect, and end the call.

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RouteResponse

This message is sent by the IVR Server to the IVR to indicate that the call should be routed to the specified destination.

RouteResponse Message

Message	Parameter		Optional/ Required
Name	Value		
RouteResponse	RouteType	Default Normal Reroute RerouteAttended RerouteConferenced	Present only if supplied by URS.
	Dest		Optional
	ExtnsEx		Optional