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Business Edition Premise Guide

Voice routing

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Voice routing

Your Business Edition Premise system comes pre-configured with the tools and data needed to route inbound calls to your agents, typically including:

- Auto-attendant (IVR) menus
- Audio resources
- Reporting categories

Administrators can perform many voice routing tasks without prior knowledge of Genesys software. To learn more about voice routing, see [Voice routing overview](#).

How Business Edition Premise uses GAX parameter groups

All of the routing tasks use Genesys Administrator Extension (GAX) parameter groups. Each voice routing parameter group is associated with a Voice Inbound template or a Voice Distribution template. Your provider will identify the role of each parameter group they supply, but generally:

- *Inbound* parameter groups correspond to a number, such as 6000, that is the software equivalent of a telephone extension; one Inbound group sits at the top of the auto-attendant menu hierarchy.
- *Distribution* parameter groups correspond to choices in the auto-attendant menus, such as Sales or Technical Support. Distribution groups lack their own associated hours and announcements.

To learn more about parameters and parameter groups, click **help** in the upper-right corner of the GAX window.

Routing tasks

To perform any of the following tasks, open GAX by going to `http://<ui VM name or IP address>:8080/gax`.

Go to **Routing Parameters > Parameter groups**, select the appropriate parameter group, and complete the task.

To use Internet Explorer 10 to access Genesys Administrator Extension, you must add the following to the IE Trusted Sites:

- `http://your ui VM domain`
- `about:blank`

Hours

Hours

Declare an emergency

Declaring an emergency plays the Emergency announcement.

Change the value of **Emergency declared** to True.

Change open hours or set special days

The parameter **Open hours** sets the standard hours that your office is open and accepting calls.

Use the **Special day** parameter to set:

- The dates or days of the week on which your office is closed for the entire day.
- The dates or days of the week on which your office is closed for only part of the day. In these cases, you use the **Time Ranges** field in GAX to set the hours that you will be open on that date.

Specific dates set in **Open hours** are treated as special days. Hours set for the same date in **Special day** override those set in **Open hours**; for example, if **Open hours** specifies that you are open from 9AM to noon on December 31, and **Special day** sets the hours of 11AM-2PM for the same date, callers who call at 10AM on that date hear the Closed announcement. Similarly, in both parameters, date patterns higher in the list take precedence over those lower in the list.

In **Open Hours**, select a day of the week or a date. **Important:** To specify open hours on specific dates, you must place the date above all day-of-week entries.

In **Special Day**, add or select a date. To close for the entire date, leave the **Time Ranges** field empty.

Audio and announcements

Audio and announcements

Activate greetings

Greeting 2 plays after **Announcement-Greeting 1** if **Greetings activated** is True and an **Announcement-Greeting 2** file is uploaded.

To activate greetings, change the value of **Greetings activated** to True.

Change announcements

Select a different audio resource for any of the parameters below.

Parameter	Description
Announcement-Auto attendant menu	Played if the auto-attendant menu is activated; Important: if you change this menu announcement, you must also change the corresponding targets for the touch tone parameters.
Announcement-Closed	Played if the service is closed
Announcement-Emergency	Played if Emergency declared is activated
Announcement-Greeting 1	Played if Greetings activated is True
Announcement-Greeting 2	Played after Announcement-Greeting 1 if Greetings activated is True and an Announcement-Greeting 2 file is uploaded
Announcement-Special day	Played for a special day
Music File	Music played while the caller is in the queue

Change personality

You can switch among personalities defined by your provider, possibly to accommodate another language or speaker.

Change the value of **Personality** to another personality.

Auto-attendant menus

Auto-attendant menus

Activate the auto-attendant menu

Change the value of **Auto attendant menu activated** to True.

Change target for touch tones

Change the value of any of the **Touch tone** parameters to a new target agent group.

Important

If you change the target for any of the touch tone parameters, you must also change the corresponding menu announcement.

Distribution

Distribution

Set target agent groups

Targets 1-4 are the four agent groups, in sequence, to which calls are routed. You can skip a target as needed; calls are routed from Target 1 to Target 3 if Target 2 is empty.

Set target timeouts

Change the timeout for each group as needed. The default for Target 1 timeout is 300 seconds, or 5 minutes; the others are set to 1 second.

Set a target overflow number

Optionally, you can assign a **Target overflow** telephone number, which serves as the "last resort" number to which a call is transferred when none of the other target agent groups answers within their timeout (or if no target agent group is specified). **Important:** this value cannot be a routing point (such as 6000).

Priority

Priority

Tune priorities

You can adjust the priority of calls using the four priority tuning options. Over time, unanswered calls receive higher and higher priority, ensuring that calls do not remain in the queue for excessive lengths of time.

- **Priority start** sets the initial call priority; you typically have little reason to change the default of 1.
- **Priority interval** sets the number of seconds between priority increments. If you set the priority interval to 60 seconds, for example, and the priority increment is 1, then after 5 minutes of wait time, the call would have a priority level of 6, pushing it ahead of calls with priority values of 1-5.
- **Priority Increment** sets the number to add to the priority value each time the priority interval is exceeded. As the priority levels are relative, a setting of 1 typically works.
- **Priority limit** sets the upper limit for priority increments; all calls at the maximum priority level receive equal treatment.

Reporting

Reporting

Assign reporting categories

The five default business parameters (Service, Segment, Product, Department, and Flow) represent reporting categories and are completely customizable to your business model. You can assign different combinations of these parameters to each of your Inbound and Distribution parameter groups, to distinguish them in reporting and enable you to identify the unique properties of the parameter group.

Change the value of any of the five reporting categories (business attributes) to adjust to changes in your Inbound or Distribution parameter groups.