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Genesys Info Mart User's Guide

Diagram Conventions

5/10/2025

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Diagram Conventions

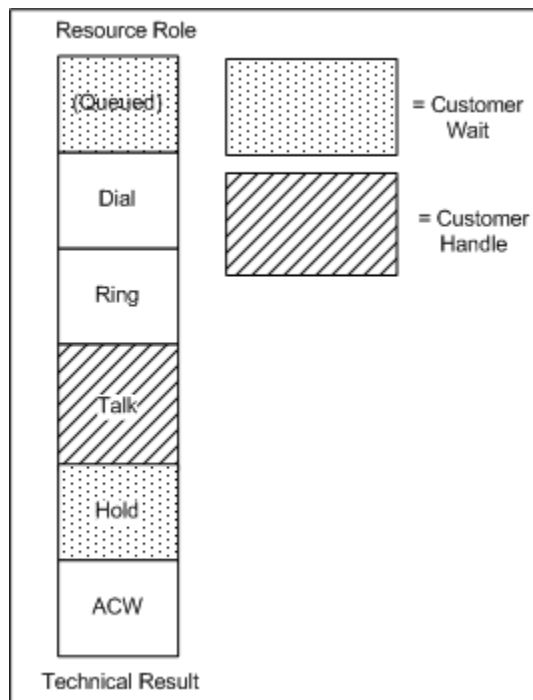
The interaction flow diagrams in this guide use the following conventions:

- Dotted shading indicates customer wait time.
- Diagonal shading indicates customer handle time.

The following abbreviations are used for simplicity:

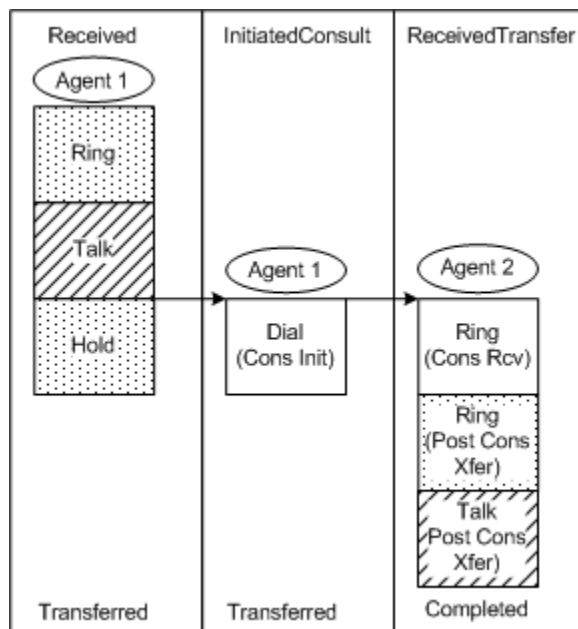
- IRF—Interaction Resource Fact
- MSF—Mediation Segment Fact
- SS IVR—Self-service IVR (considered to be a handling resource or resource of interest with regard to IRF data collection)
- nonSS IVR—Nonself-service IVR (considered not to be a handling resource or resource of interest with regard to IRF data collection)

Call Flow Legend



To show the interaction flow, the diagrams depict the media-specific states in sequence.

Sample call flow



Notes on the interaction-flow diagrams

The diagrams represent the resources that participate in the interaction and their states.

- The circled resource in the diagram represents the resource that is the subject of the IRF record (the resource of interest).
- Vertical lines indicate separate IRF rows.
- The resources of interest are handling resources, which are the resources that have the greatest interest for reporting — agents, self-service IVRs, and DNs without an agent. Nonhandling resources include mediation resources such as queues, routing points, and nonself-service IVRs.
- The diagrams also show with which portion of the call each resource's state is associated (such as received consult, post-consult transfer, and post-consult conference). The resource role is shown above the IRF and the technical result below it.
- The accompanying descriptions summarize the resource role(s) and technical result(s) illustrated in the diagrams. All role reasons and technical result reasons are "Unspecified" except where indicated in square brackets.
- As described in the [Inbound to agent via ACD queue](#) call flow, all diagrams that illustrate the use of ACD queues apply to SIP Server hunt groups. For more information about how Genesys Info Mart represents hunt group activity, see [Hunt groups](#).

For notes about additional conventions for the multimedia interaction-flow diagrams, see [Multimedia diagram conventions](#).