Genesys Info Mart User's Guide

IVR-Behind-Switch Assisted by Universal Routing Call Flows

5/12/2025

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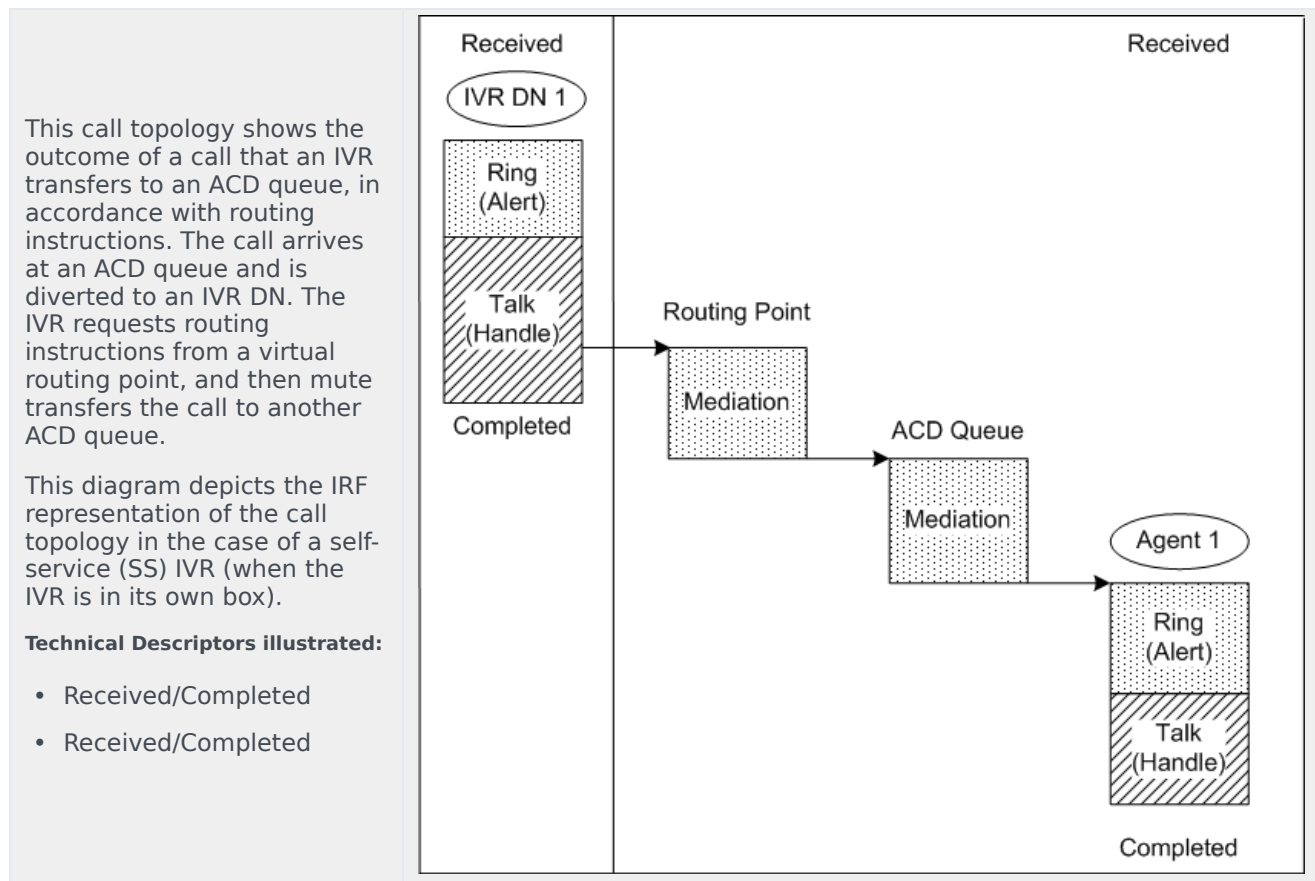# IVR-Behind-Switch Assisted by Universal Routing Call Flows

This page illustrates voice inbound call flows that are available in IVR solutions that use Genesys Universal Routing, where the IVR is deployed behind the switch.

Voice interactions that arrive at the switch are queued to an ACD queue, in which the ACD positions are actually IVR DNs. Through a virtual routing point in the premise T-Server, the IVR application invokes a Universal Routing strategy. Universal Routing instructs the IVR application to play applications or collect information and uses the collected information to return an appropriate target. The IVR application mute transfers the call to that target.

The following call flows are supported:

- Inbound call flow — IVR transfers to ACD queue
- Inbound call flow — IVR transfers to agent

Inbound call flow — IVR transfers to ACD queue

This call topology shows the outcome of a call that an IVR transfers to an ACD queue, in accordance with routing instructions. The call arrives at an ACD queue and is diverted to an IVR DN. The IVR requests routing instructions from a virtual routing point, and then mute transfers the call to another ACD queue.

This diagram depicts the IRF representation of the call topology in the case of a self-service (SS) IVR (when the IVR is in its own box).

Technical Descriptors illustrated:
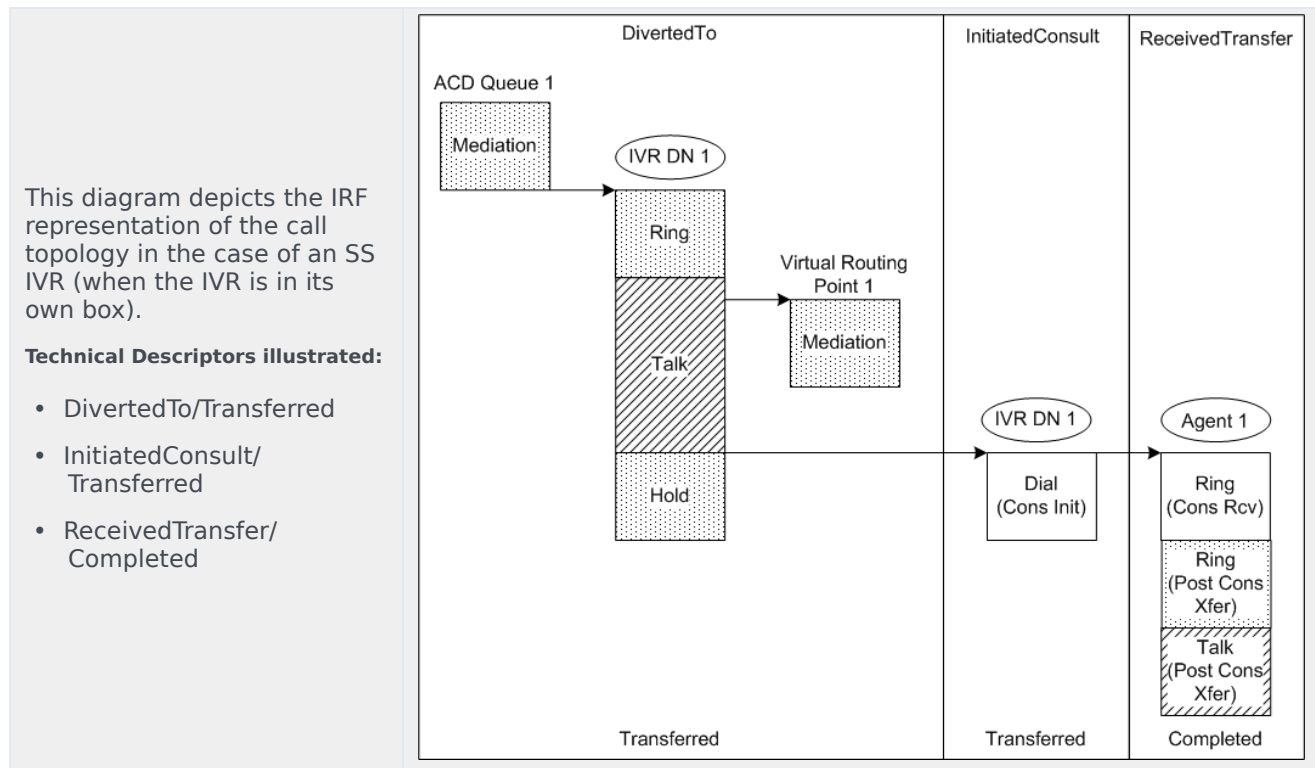
- Received/Completed
- Received/Completed

Inbound call flow — IVR transfers to agent

This call topology shows the outcome of a call that an IVR transfers directly to an agent, in accordance with routing instructions. The call arrives at an ACD queue and is diverted to an IVR DN. The IVR requests routing instructions from a virtual routing point, and then mute transfers the call to an agent. The following diagrams illustrate the outcomes for:

- Self-service IVR
- Nonself-service IVR

IVR transfers to agent (self-service IVR)

This diagram depicts the IRF representation of the call topology in the case of an SS IVR (when the IVR is in its own box).

Technical Descriptors illustrated:

- DivertedTo/Transferred
- InitiatedConsult/ Transferred
- ReceivedTransfer/ Completed

IVR transfers to agent (nonself-service IVR)

This diagram depicts the IRF representation of the call topology in the case of a nonSS IVR.

Technical Descriptors illustrated:

- ReceivedTransfer/ Completed