Genesys Info Mart User's Guide

Universal Routing Call Flows

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Universal Routing Call Flows

This page illustrates voice inbound call flows that use Genesys Universal Routing.

Voice interactions that arrive at the switch are delivered to a Routing Point. Universal Routing Server (URS) uses ANI, DNIS, or the date and time of day to collect information and select an appropriate routing target. Basic targets are ACD queues and individual DNs. More advanced targets are agent groups, place groups, and skill expressions.

The following call flows are supported:

- Inbound interaction — Routing Point routes to ACD queue
- Inbound interaction — Routing Point routes to agent

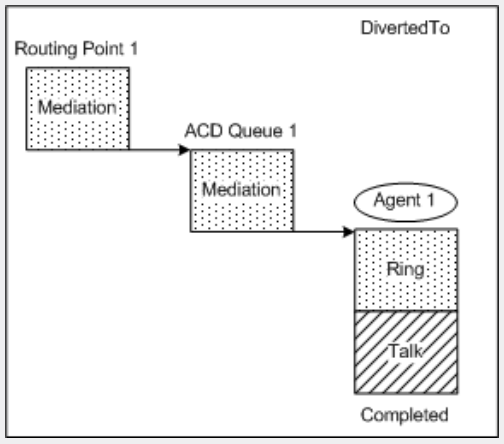
Inbound interaction — Routing Point routes to ACD queue

This call topology shows the outcome of a call that is routed to an agent via an ACD queue. The call arrives at the Routing Point. The Routing Point then routes the call to an ACD queue, and the interaction is diverted to an agent.

This applies to both network routing and enterprise routing. For network routing, Routing Point 1 could be a service number on a network T-Server that routes the voice interaction to ACD Queue 1 on a premise T-Server.

Technical Descriptors illustrated:

- DivertedTo/Completed



Inbound interaction — Routing Point routes to agent

This call topology shows the outcome of a call that is routed directly to an agent. The call arrives at the Routing Point. The Routing Point then routes the call to an agent.

This applies to both network routing and enterprise routing. For network routing, Routing Point 1 could be a service number on a network T-Server that routes the voice interaction to Agent 1 on a premise T-Server.

Technical Descriptors illustrated:

- RoutedTo/Completed