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Genesys Info Mart User's Guide

Validated Voice Call Flows

Validated Voice Call Flows

This page summarizes the recognized, validated voice interactions that have been tested and that are supported by Genesys Info Mart. The validated interactions are premise-based flows that involve one or more of the deployed Genesys solutions.

The call flows that are described in this document are intended as examples that you can modify for your environment. However, Genesys does not guarantee results for modified interaction flows.

Important

Voice interactions that are generated by other supported Genesys solutions might yield call flows in Genesys Info Mart that do not directly translate to the call flows that are described in this document. Voice interactions that involve Genesys solutions and are not supported by Genesys Info Mart might yield unpredictable results.

The table below summarizes the validated call flows, organized according to the types of solution that might be deployed in your contact center.

Solution	Validated Call Flows
<p>Framework only</p> <p>Based on the dialed number, voice interactions that arrive at the switch are queued to an ACD queue that represents a requested skill, service type, or customer segment. Agents who are logged into the ACD queues handle the interactions.</p>	<p>[+] Inbound</p> <ul style="list-style-type: none"> • Inbound to agent via ACD queue • Inbound to agent directly • Mute transfer to ACD queue • Mute transfer to agent • Consult to agent via ACD queue, and then retrieve • Consult to agent, and then retrieve • Consult to agent via ACD queue, and then transfer • Consult to agent directly, and then transfer • Consult to agent via ACD queue, and then conference • Consult to agent directly, and then conference • Consult and transfer of a conference — Customer present throughout • Consult and transfer of a conference — Customer leaves • Consult and conference of a conference —

Solution	Validated Call Flows
	<p>Customer present throughout</p> <ul style="list-style-type: none"> Consult and conference of a conference — Customer leaves Introduced transfer <p>[+] Outbound</p> <ul style="list-style-type: none"> Agent dials outbound call <p>[+] Internal</p> <ul style="list-style-type: none"> Internal to agent via ACD queue Internal to agent directly Mute transfer to ACD queue Mute transfer to agent Consult to agent via ACD queue, and then retrieve Consult to agent, and then retrieve Consult to agent via ACD queue, and then transfer Consult to agent, and then transfer Consult to agent via ACD queue, and then conference Consult to agent, and then conference
<p>IVR in front of switch</p> <p>Voice interactions arrive at an IVR that is visible to the IVR Server's virtual T-Server. The focus of the IVR application can be either self-service or simple front-end identification and segmentation. If the IVR application cannot completely handle the voice interaction, the interaction can be transferred to an ACD queue behind the switch that represents a requested skill, service type, or customer segment. Agents logged in to the ACD queues handle the interactions.</p>	<ul style="list-style-type: none"> Inbound to IVR DN IVR transfer to ACD queue IVR transfer to agent
<p>IVR behind switch</p> <p>Voice interactions that arrive at the switch are queued to an ACD queue, where the ACD positions are actually IVR DNs. The focus of the IVR application can be either self-service or simple front-end identification and segmentation. If the IVR application cannot completely handle the voice interaction, the interaction can be transferred to an ACD queue that represents a requested skill, service type, or customer segment. Agents who are logged in to the ACD queues handle the interactions.</p>	<ul style="list-style-type: none"> Inbound to IVR via ACD queue Inbound to IVR directly Mute transfer to ACD queue Mute transfer to agent

Solution	Validated Call Flows
<p>Universal Routing</p> <p>Voice interactions that arrive at the switch are delivered to a Routing Point. Universal Routing Server (URS) uses criteria such as ANI, DNIS, and the date and time of day to collect information and select an appropriate routing target. Basic targets are ACD queues and individual DNIS; more advanced targets are agent groups, place groups, and skill expressions.</p>	<ul style="list-style-type: none"> • Inbound interaction — Routing Point routes to ACD queue • Inbound interaction — Routing Point routes to agent
<p>Universal Routing assisted by IVR behind switch</p> <p>Voice interactions that arrive at the switch are queued to an ACD queue, where the ACD positions are actually IVR DNIS. The IVR application collects digits and information about the caller, and transfers the call to a Routing Point. Universal Routing uses the collected information to select an appropriate routing target. Basic targets are ACD queues and individual DNIS. More advanced targets are agent groups, place groups, and skill expressions.</p>	<ul style="list-style-type: none"> • Inbound call — Routing Point routes to ACD queue • Inbound call — Routing Point routes to agent • Inbound call to ACD and parallel IVR
<p>IVR in front of switch assisted by Universal Routing</p> <p>Voice interactions arrive at an IVR that is visible to the IVR Server's virtual T-Server. Through a Routing Point in the IVR Server's virtual T-Server, the IVR application invokes a Universal Routing strategy. Universal Routing instructs the IVR application to play applications or collect information. Universal Routing uses the collected information to return an appropriate target. The IVR application hook-flash transfers the call to that target.</p>	<ul style="list-style-type: none"> • Inbound interaction — IVR transfers to ACD queue • Inbound interaction — IVR transfers to agent
<p>IVR behind switch assisted by Universal Routing</p> <p>Voice interactions that arrive at the switch are queued to an ACD queue, where the ACD positions are actually IVR DNIS. 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. Universal Routing uses the collected information to return an appropriate target. The IVR application mute transfers the call to that target.</p>	<ul style="list-style-type: none"> • Inbound call flow — IVR transfers to ACD queue • Inbound call flow — IVR transfers to agent