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Genesys Mobile Services API Reference

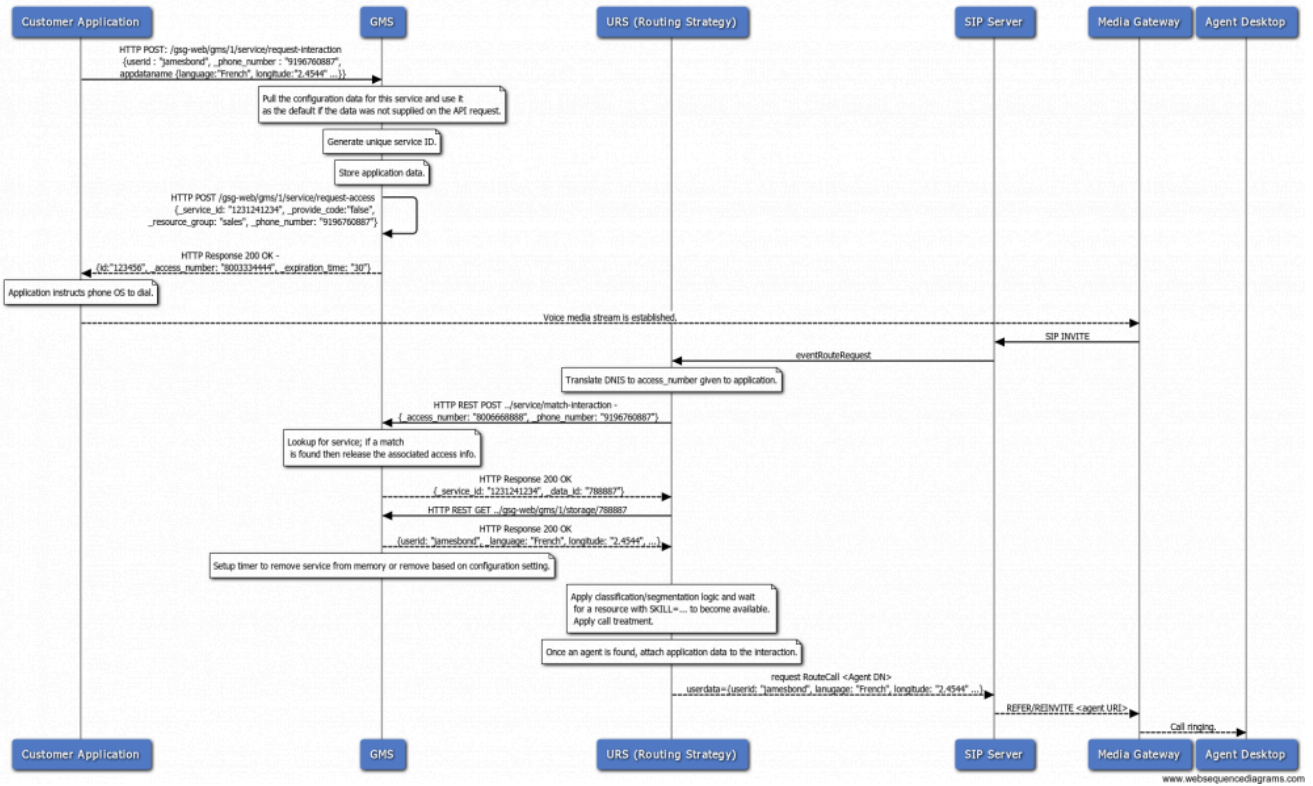
Call Flows

Contents

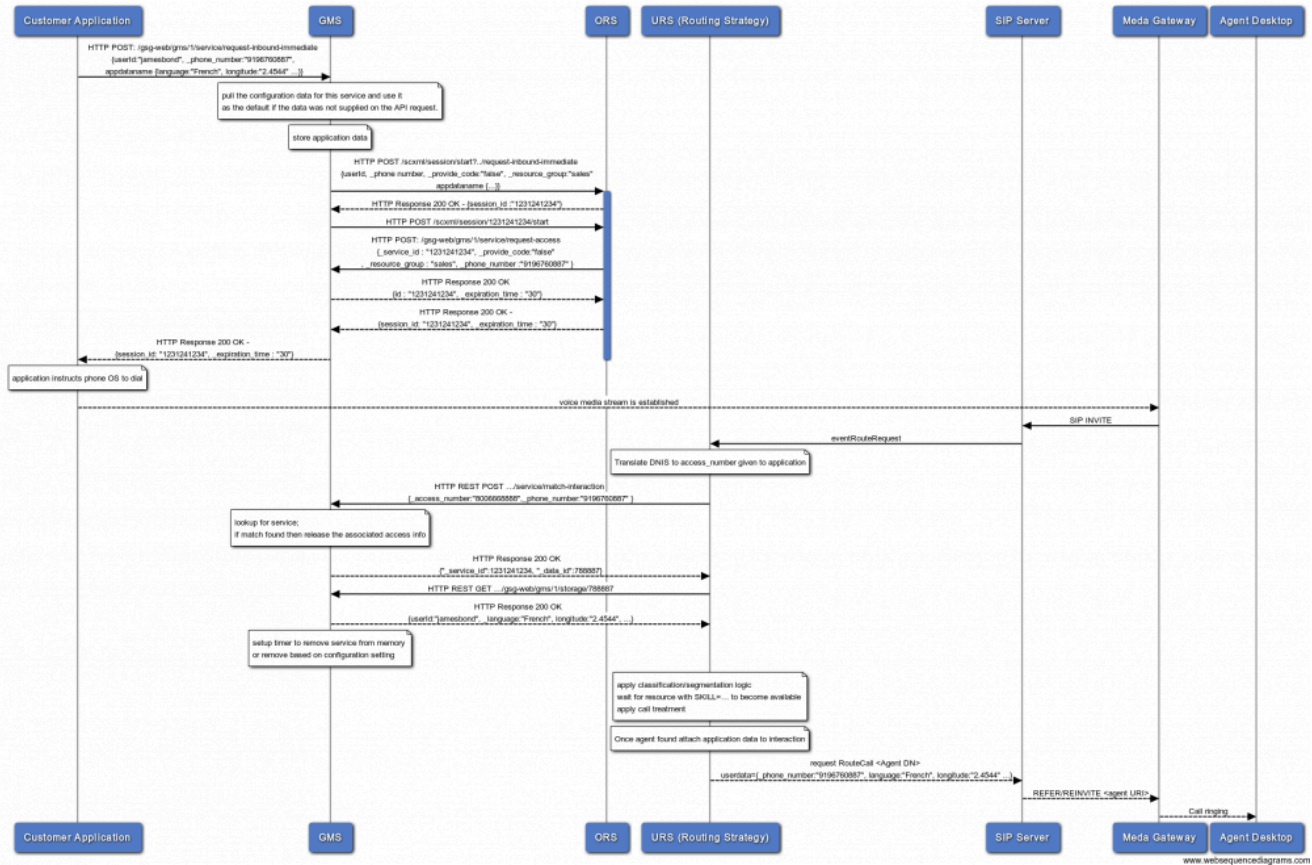
- **1 Call Flows**
 - 1.1 request-interaction - No Delay
 - 1.2 request-inbound-immediate - No Delay
 - 1.3 request-inbound-delay - Delay
 - 1.4 request-inbound-delay-location
 - 1.5 request-inbound-poll
 - 1.6 Advanced Outbound Requests
 - 1.7 Access Number Allocation

Call Flows

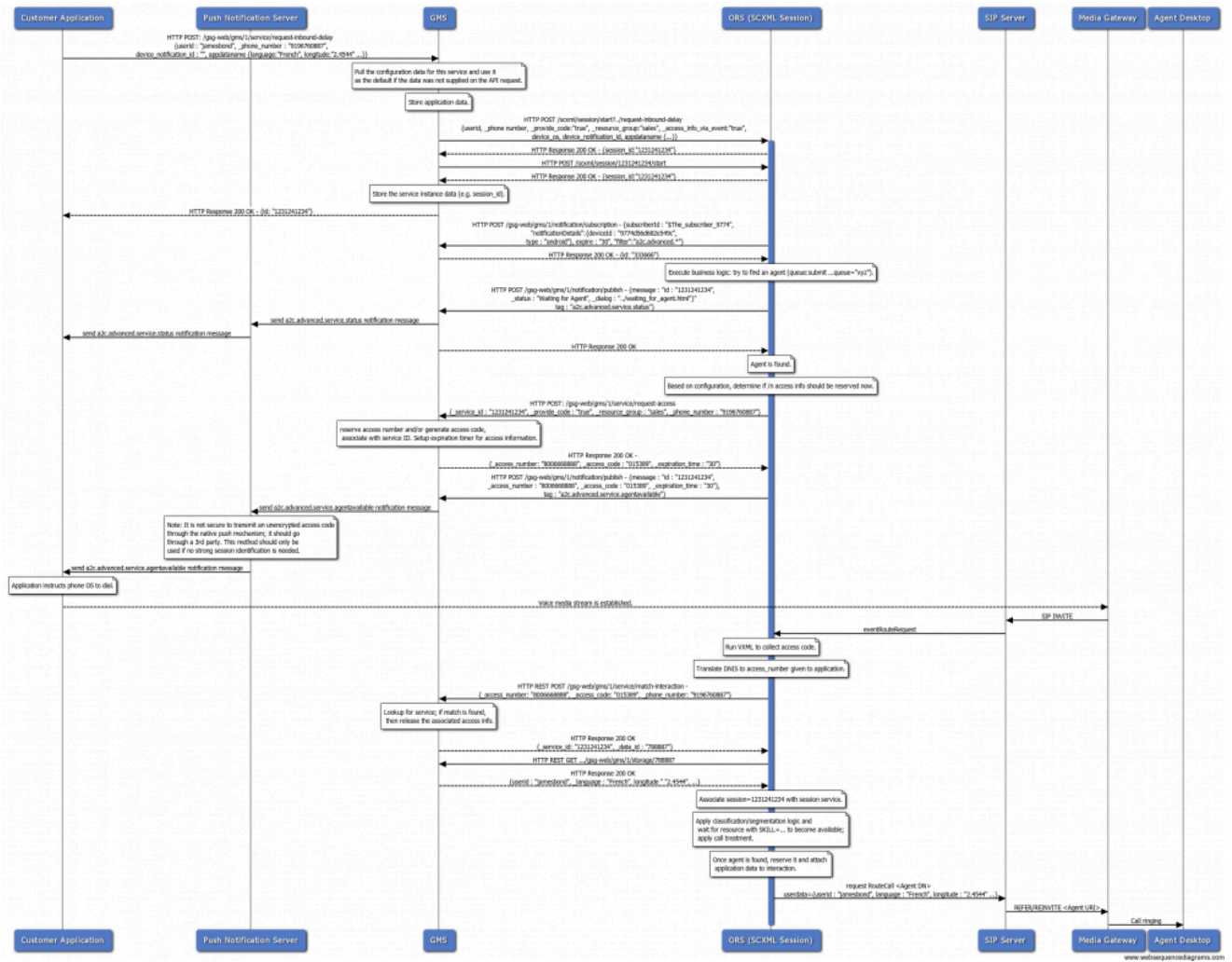
request-interaction - No Delay



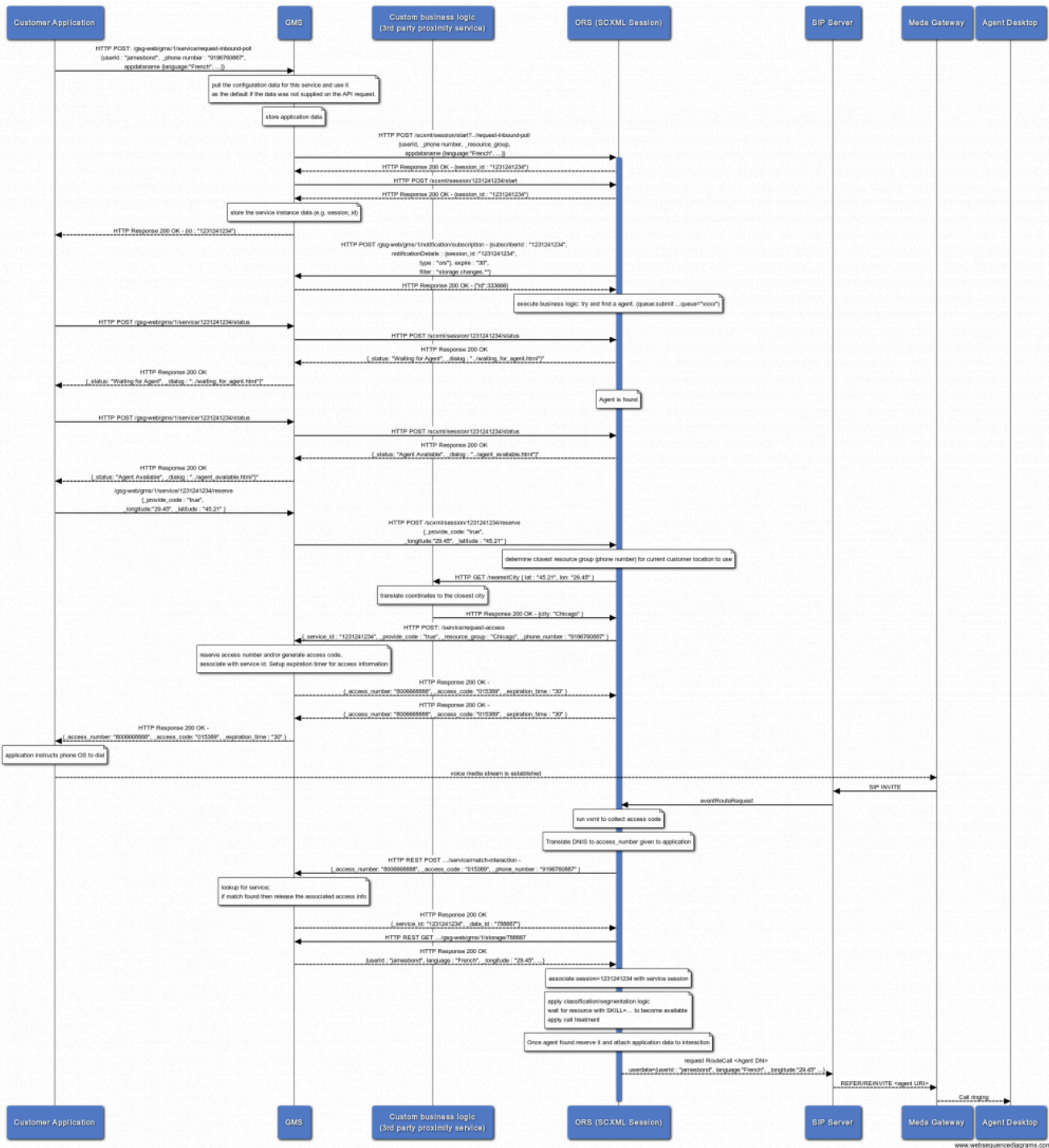
request-inbound-immediate - No Delay



Customer originated, push notification with Access Number/Access Code



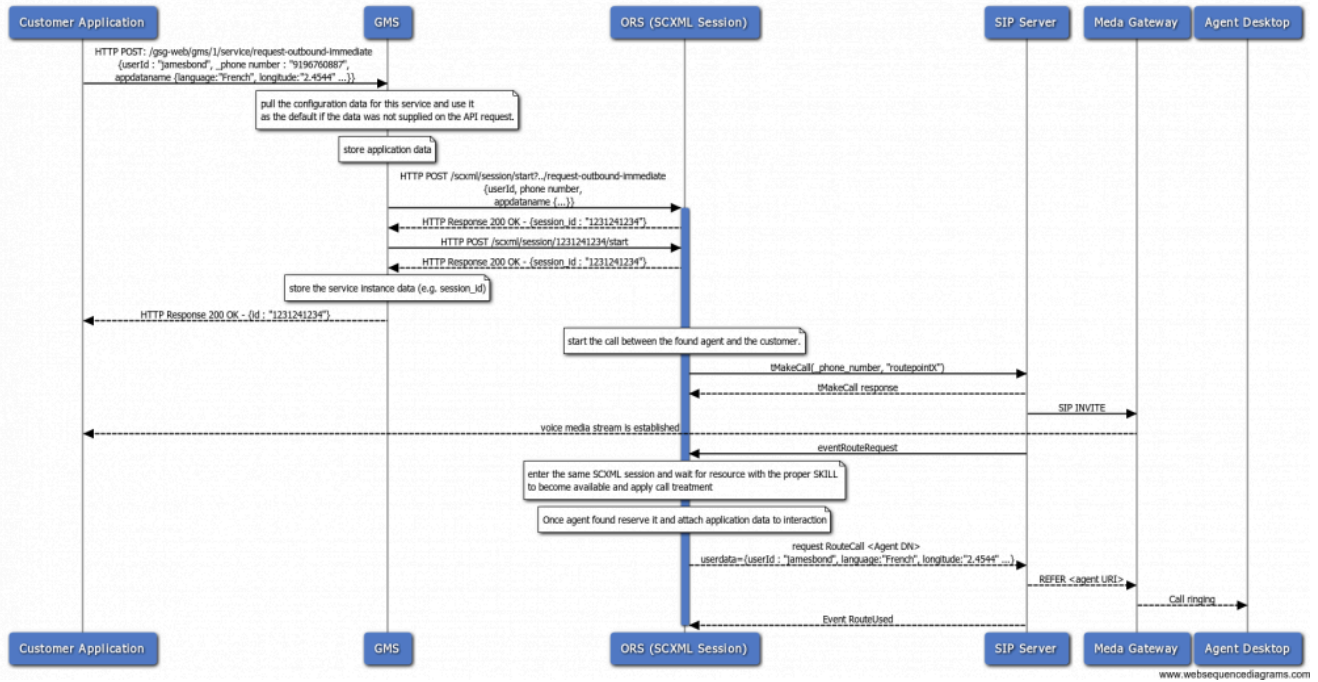
Location based Allocation



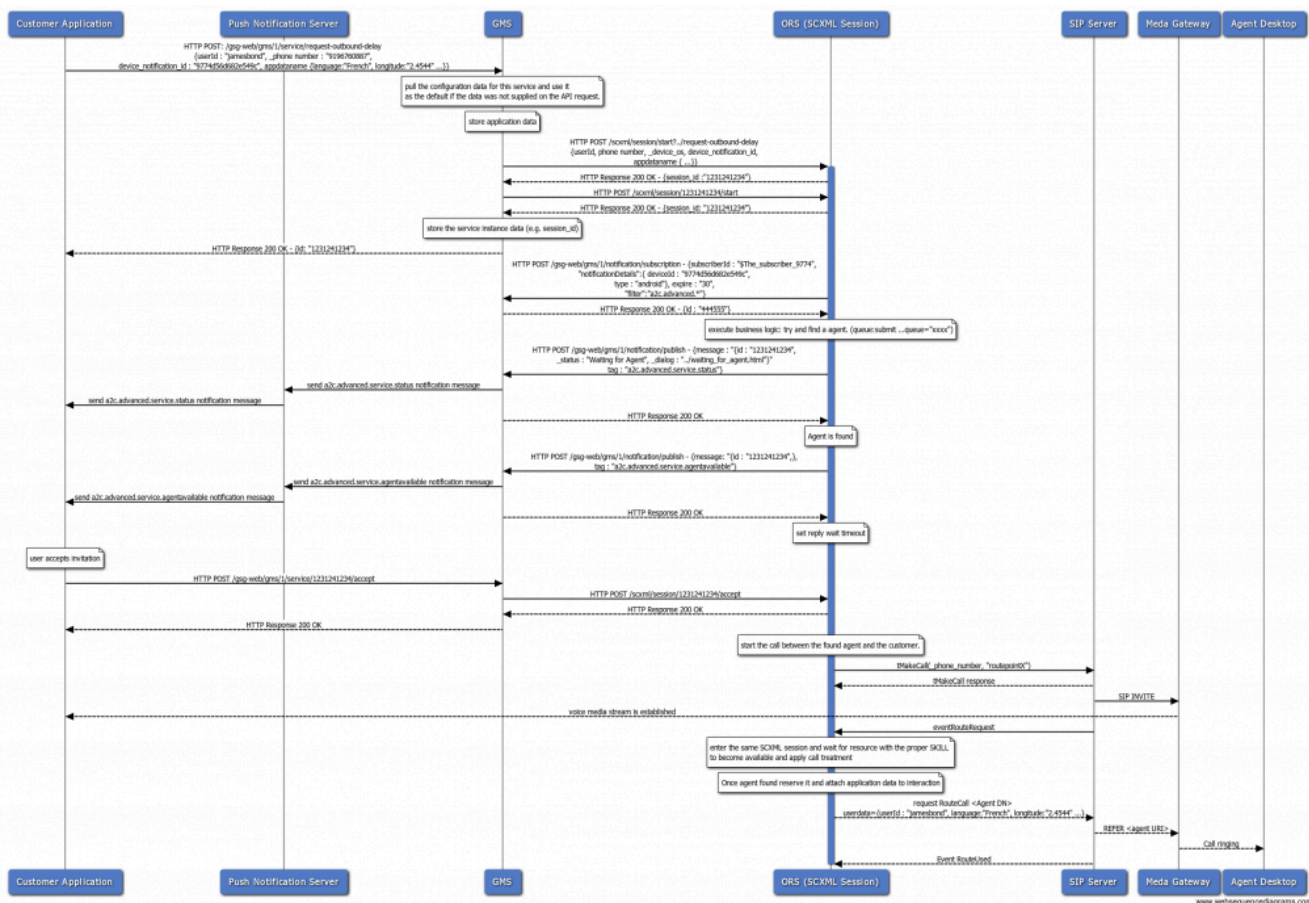
a2c-advanced-sync-enterprise-initiated request-outbound-immediate a2c-advanced-async-enterprise-initiated request-outbound-delay a2c-advanced-poll-enterprise-initiated request-outbound-poll

Advanced Outbound Requests

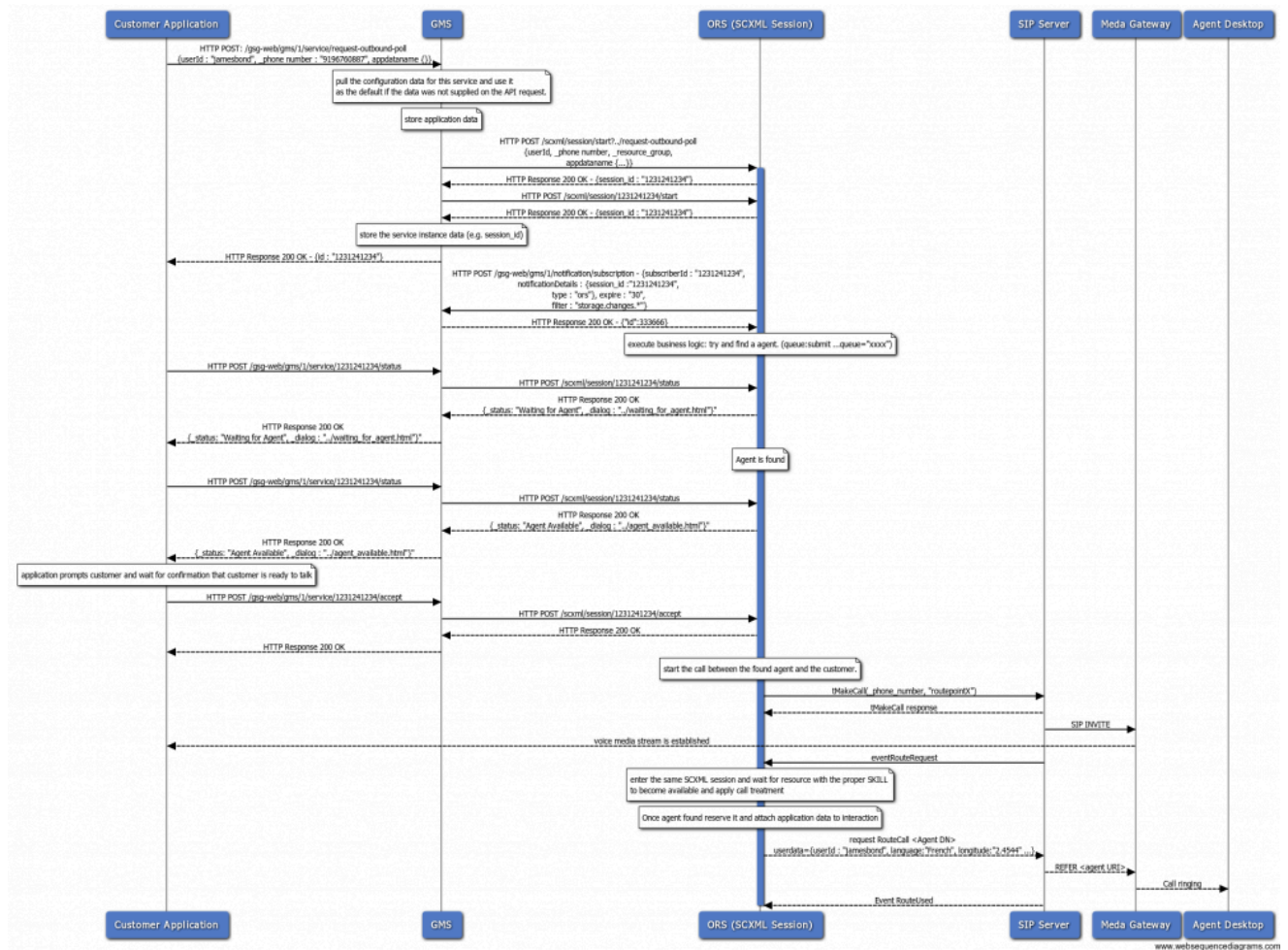
No Delay - request-outbound-immediate



Delay with Notification – request-outbound-delay



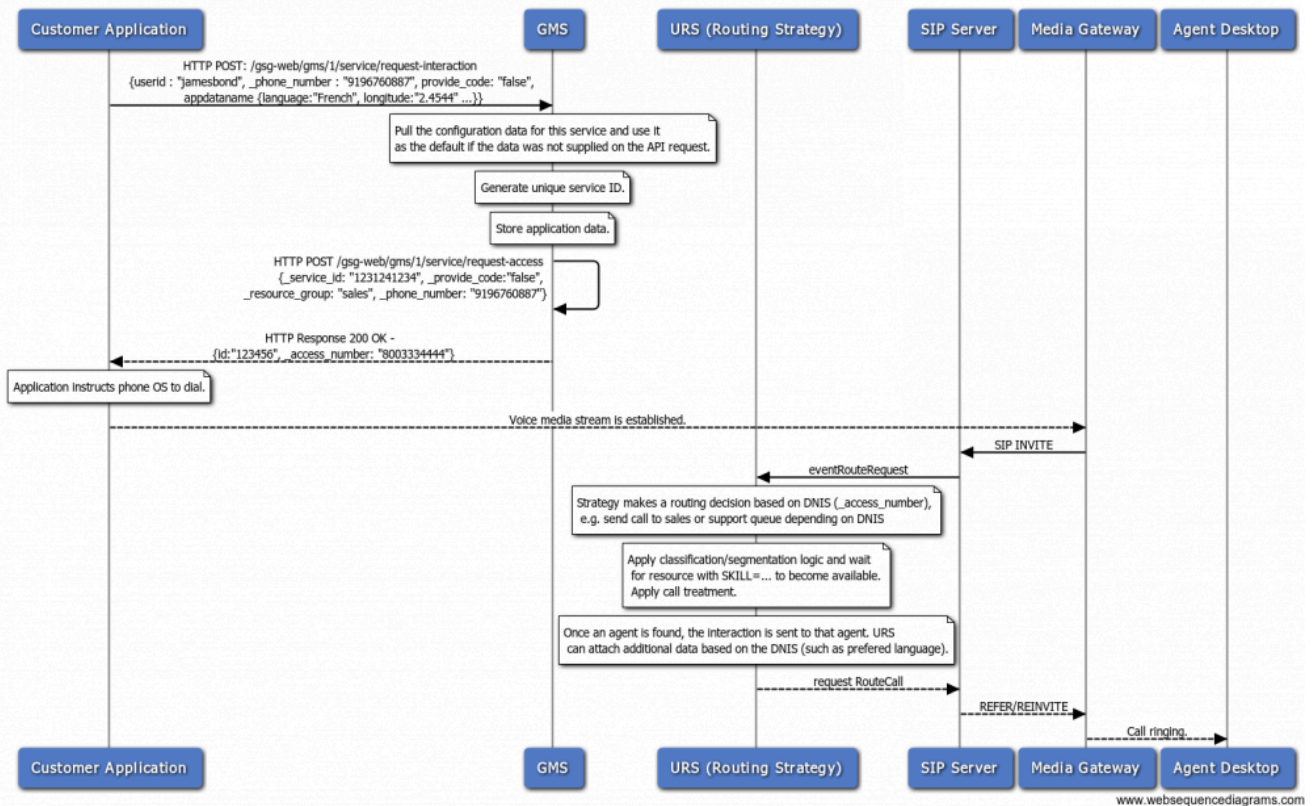
Delay-Polling - request-outbound-poll



Access Number Allocation

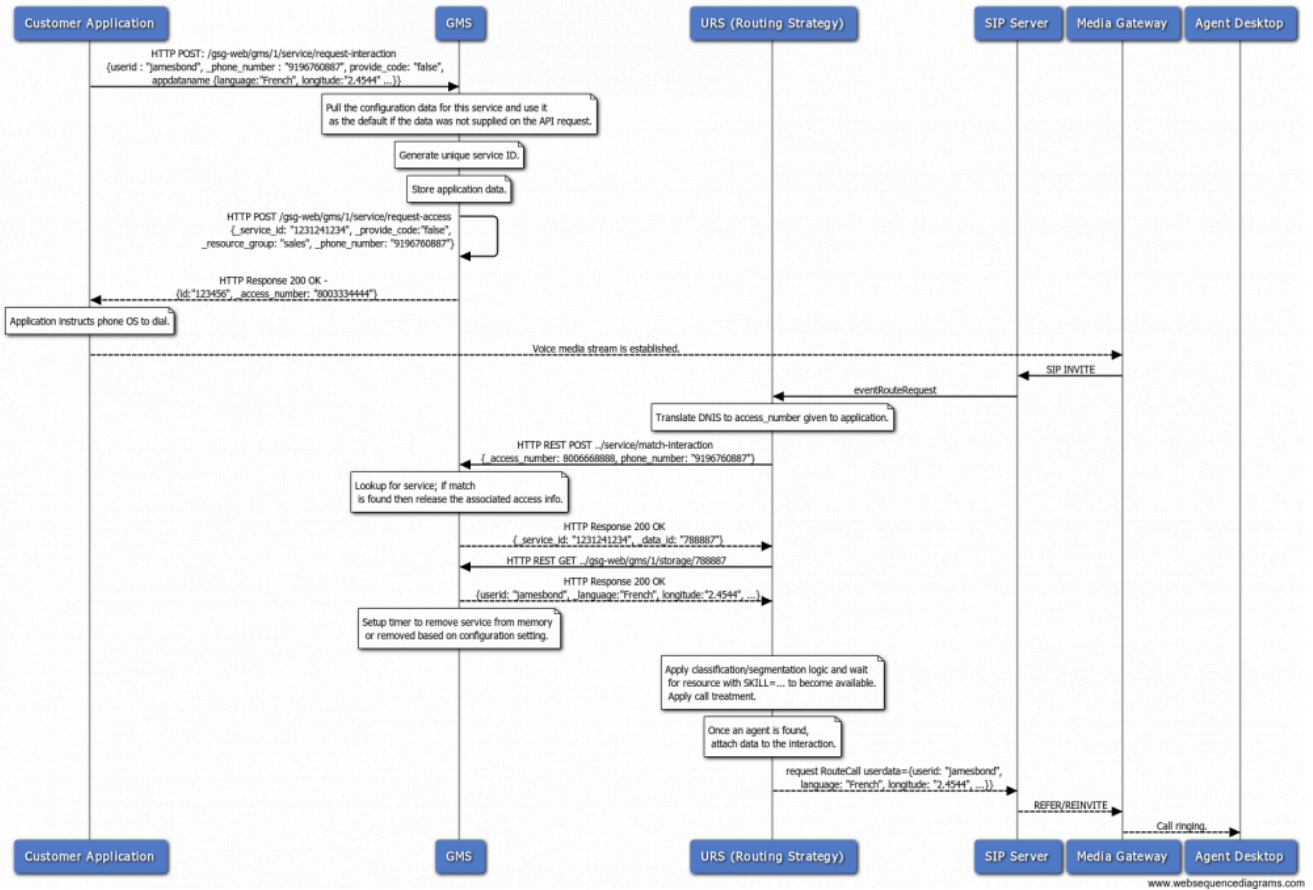
No Locking

DNIS only - no match is done here

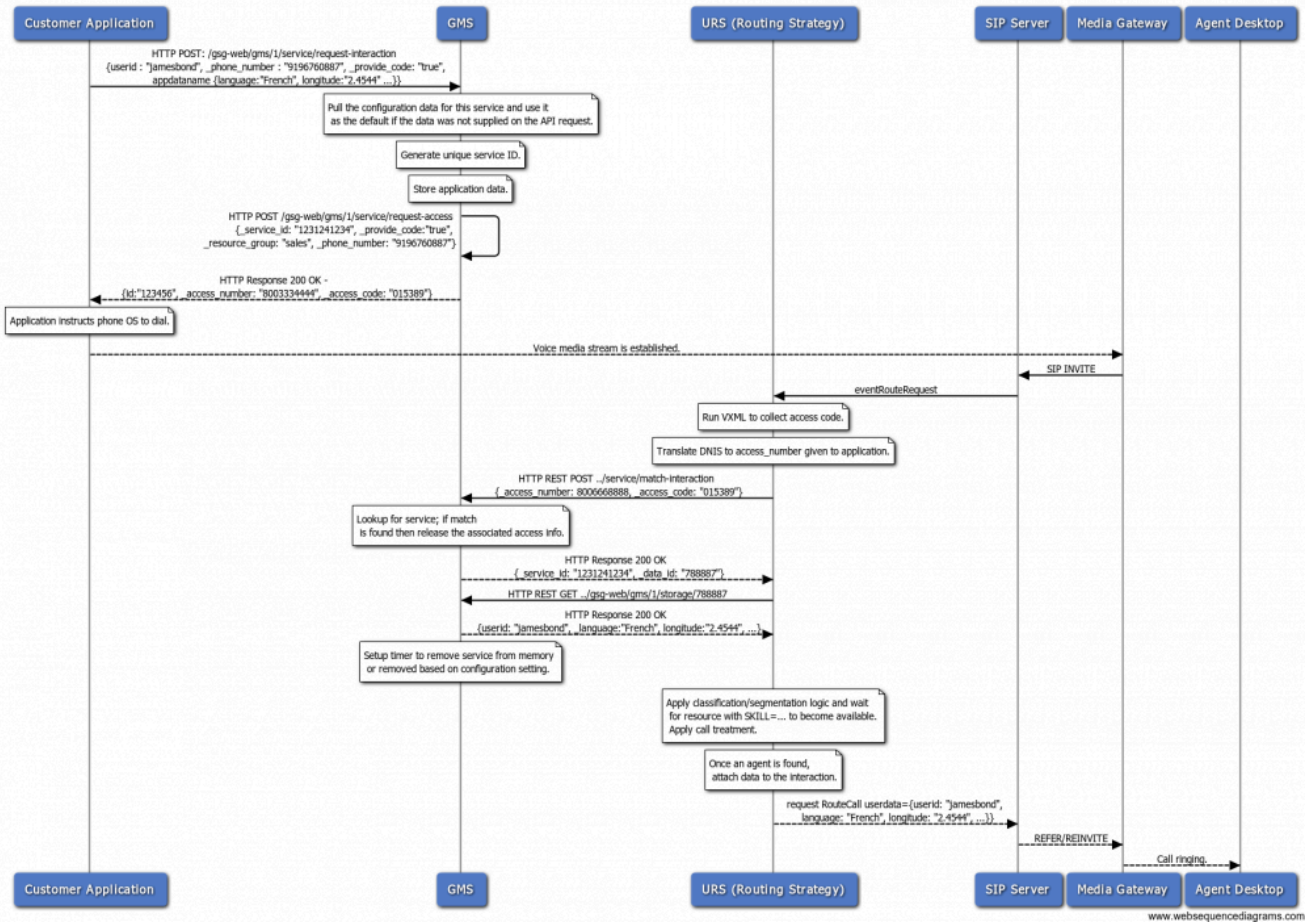


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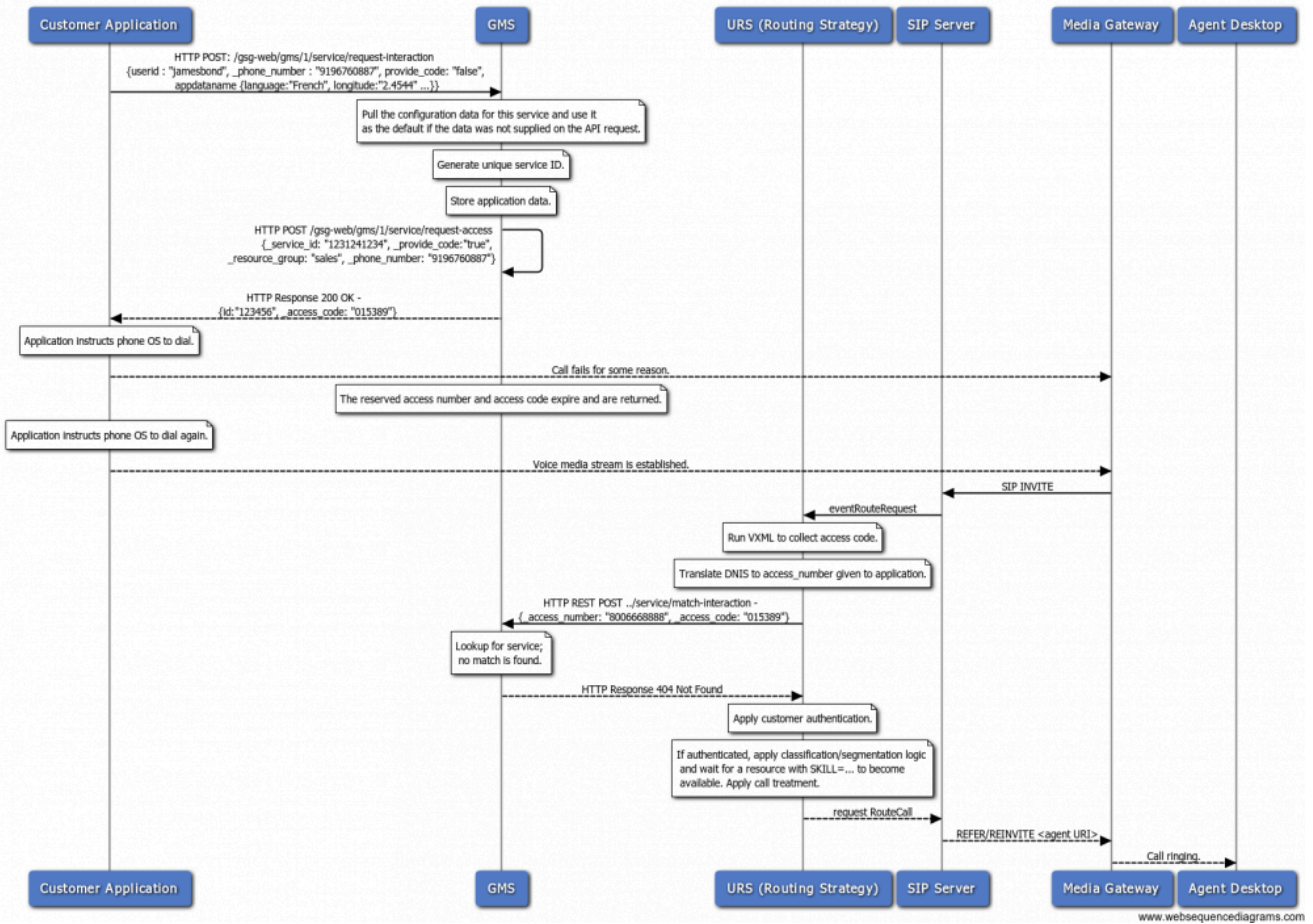
Match DNIS + ANI



Match DNIS + Access Code



No Match



Locking

The only difference between locking and non-locking call flows is the algorithm that determines how access numbers are handed out. In this case, a given access number is only assigned to a single service which allows for a more reliable match.

Match DNIS + ANI

Same as the **equivalent no lock case**.

Match DNIS + Access Code

Same as the **equivalent no lock case**.

No Match

Same as the **equivalent no lock case**.