

GENESYS

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Service Management UI Help

Access Number Allocation Call Flows

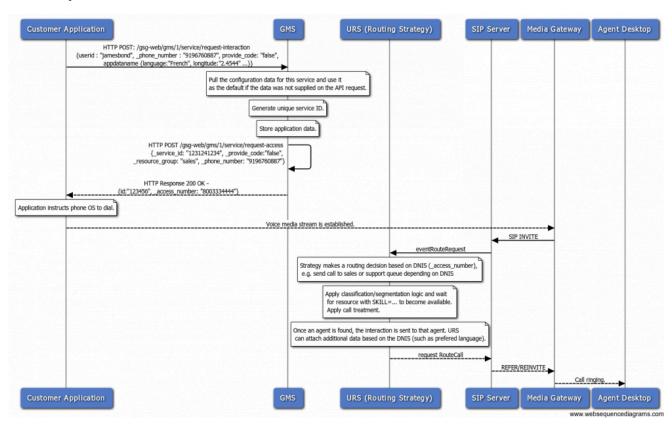
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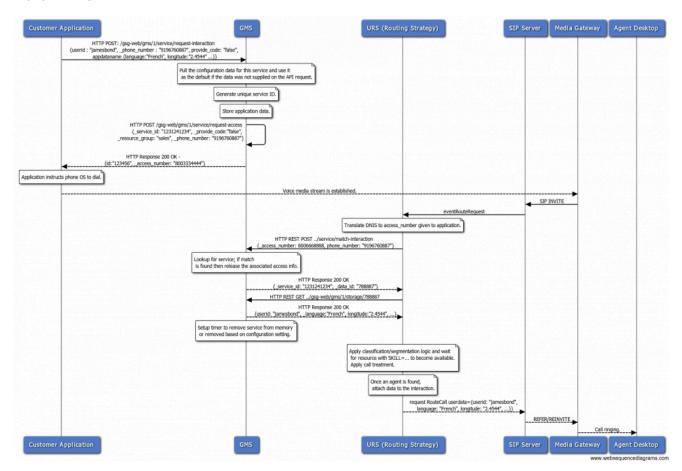
Access Number Allocation Call Flows

No Locking

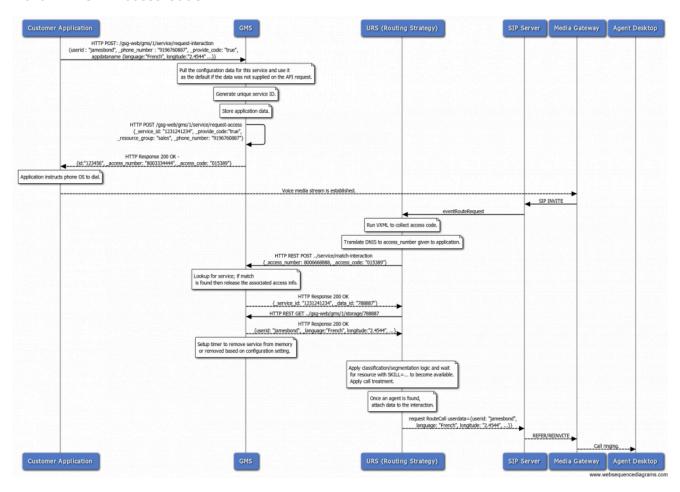
DNIS only - no match is done here



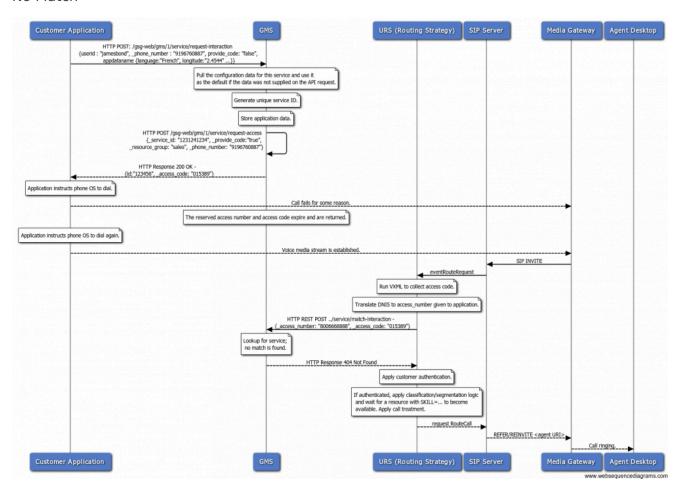
Match DNIS + ANI



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.