

GENESYS[®]

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Events and Models Reference

IVR Call Flows

4/14/2025

IVR Call Flows

This section includes call flow diagrams that show all of the commonly encountered request-response sequences needed to create your IVR driver client.

This section contains the following subsections:

- Routing Call Flow
- Call Treatment Call Flows
- MakeCall Call Flow
- Conference Call Flow Diagrams
- Transfer Call Flow Diagrams