Genesys Events and Models Reference

Routing Messages

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Routing Messages

This message is the basic response resulting from requests to start a call, route it, confirm the connection or indicate failure to connect, and end the call.

Contents

RouteResponse

This message is sent by the IVR Server to the IVR to indicate that the call should be routed to the specified destination.

RouteResponse Message

Message	Parameter		Optional/ Required
Name	**Value**		
RouteResponse	RouteType	Default Normal Reroute RerouteAttended RerouteConferenced	Present only if supplied by URS.
	Dest		Optional
	ExtnsEx		Optional