

GENESYS

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Genesys Events and Models Reference

IVR Call Flows

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