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Genesys Events and Models Reference

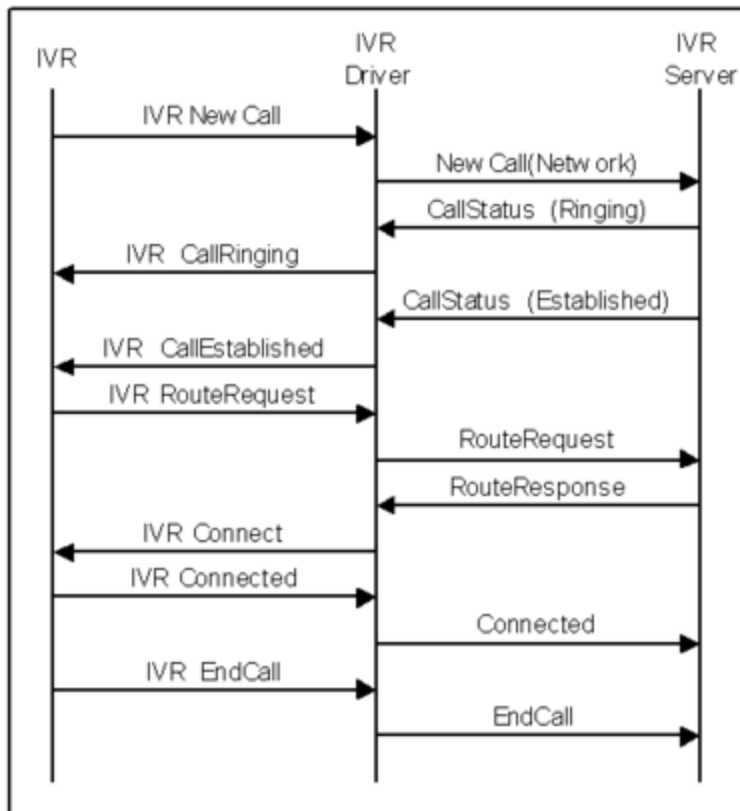
Routing Call Flow

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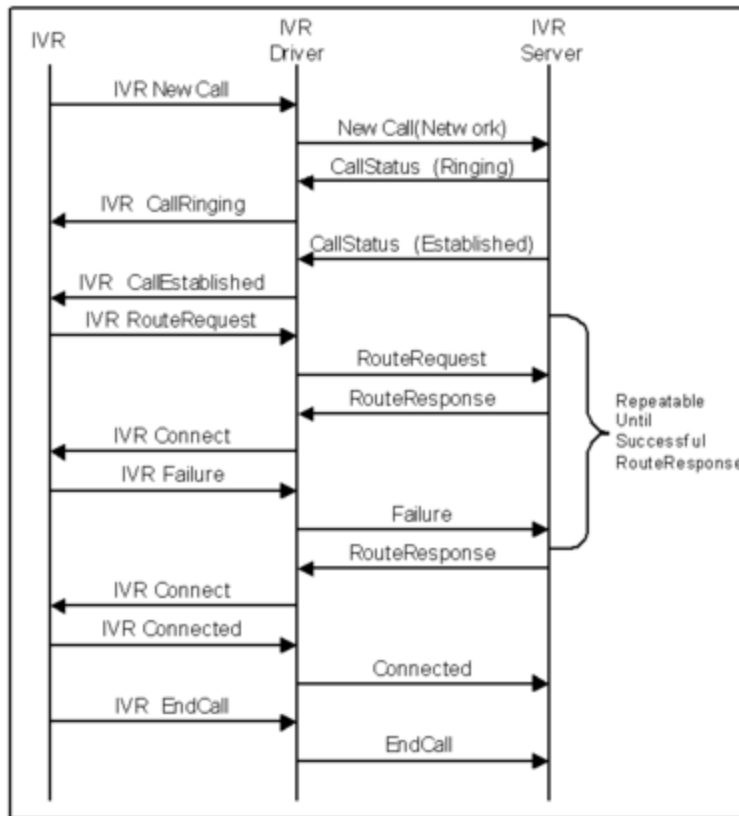
Routing Call Flow

Call Routing



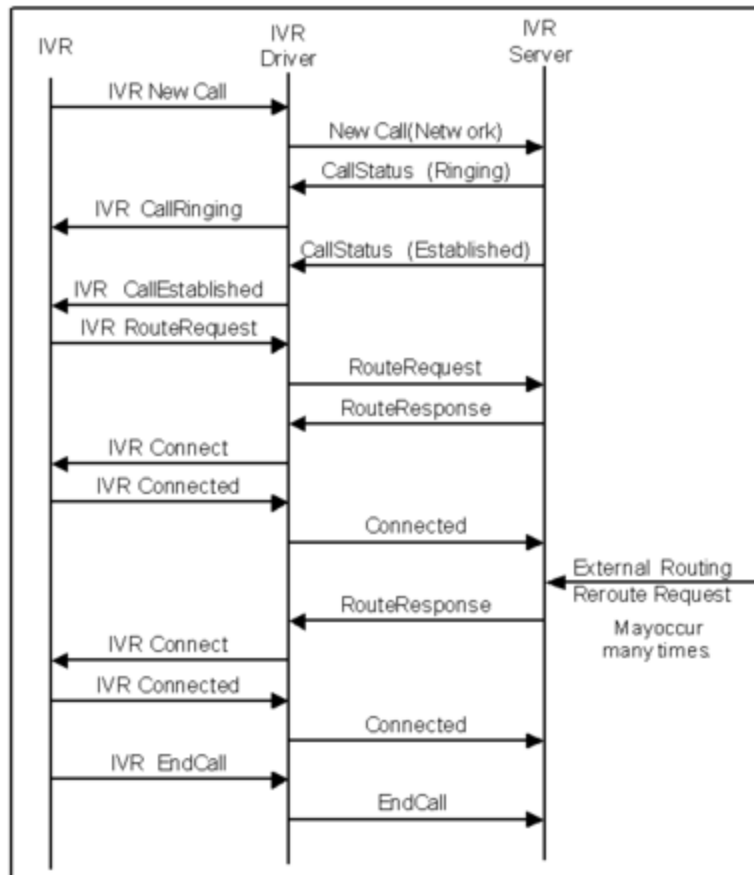
Call Routing Call Flow

Route Failed



Call Flow Showing Failed Route Attempt

Reroute



Rerouted Call

The external routing request is delivered from URS by the IVR Server.