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IVR Administration Genesys Multicloud CX Administrator's Guide

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Related documentation:

-

IVR Administration

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- Administrator

Interactive Voice Response (IVR) assists in resolving your customers' issues when they call into your company. Your customer and the IVR interact with one another to drill-down on what the customer wants to do and, ideally, the IVR resolves the issue without having to transfer the call to an agent.

Related documentation:

-

IVR offerings

IVR consists of a computer and an application or call-flow. "Computer" refers to the Genesys Voice Platform (GVP) that executes or interprets the work, which is defined in an application or call-flow.

IVR includes two product offerings — the Enterprise IVR and GVP PaaS. Both the Enterprise IVR (entirely Genesys managed) and GVP PaaS (Customer or Genesys managed) offerings are available for Genesys Multicloud CX.

Enterprise IVR

Enterprise IVR (EIVR) is an Inbound Voice offering wherein both the computer (GVP) and the application or call-flow are installed in the Genesys Cloud CX and managed by Genesys. The customer and Genesys work closely together to create and test a suitable IVR call-flow.

GVP PaaS

GVP PaaS is a different Inbound Voice offering wherein the application or call-flow is installed on the customer premises and the incoming telco connection is terminated at the computer (GVP) in the Genesys Cloud CX. Customers can manage the application or call-flow entirely by themselves (or, with Genesys assistance), and rely on Genesys to manage the complex infrastructure and high-availability associated with the telco connection.

For information on IVR menus, see [\[\[PEC-ROU/Current/Designer/Menu|\]\]](#) and [\[\[PEC-ROU/Current/Designer/MenuOption|\]\]](#).

GVP reporting

IVR is associated with GVP Reporting. GVP has a number of individual components that perform different tasks during a call.

GVP reports give you a diagnostic look at your contact center's performance by monitoring how the

components perform — by themselves and with each other.

The goal is to improve your contact center's efficiency. For more information, see GVP Reporting.

Enterprise IVR



- Administrator

Enterprise IVR (EIVR) is an Inbound Voice offering wherein both the computer (GVP) and the application or call-flow are installed in the Genesys Cloud CX and managed by Genesys. The customer and Genesys work closely together to create and test a suitable IVR call-flow.

Related documentation:

-

With the Enterprise IVR solution, you might need to do these admin tasks:

- Manage DID Groups with IVR Administration
- Provision IVR Profiles yourself

Designer is the primary routing application for Enterprise IVR. Designer is comprised of various features designed to run your contact center effectively:

- User Interaction Blocks - These blocks help you to interact with customers, such as by offering menus, collecting information, or playing messages. User interaction blocks include:
 - Bot
 - Menu
 - Play message
 - Record
 - Record utterance
 - User input
 - Chat message
 - Chat transcript
 - Get chat transcript
 - Send email
- Business Objects Bar - The Business Controls pages help you to manage resources and settings that are specific to your site, such as:

- Business hours
- Emergency flags
- Special days
- Data tables
- Callback settings

Manage DID Groups with IVR Administration

Contents

- [1 What is a DID Group?](#)
- [2 Create a new DID Group](#)
- [3 Modify an existing DID Group](#)
- [4 Sort an existing DID Group](#)



- Administrator

All procedures begin in the DID Groups Main Page.

Related documentation:

-

What is a DID Group?

Direct Inward Dial DID (DID) groups offer a more precise alternative to standard IVRs (press 1 for Sales, press 2 for Support, etc.). You would likely define a DID Group for each of those departments. The numbers listed in this function are the exact numbers that a person would need to dial to be connected directly to the respective team.

Why to create, provision, or modify a DID Group?

You might have a person join as a new training engineering supervisor. If you want to take special action when this person calls, then, you might have a DID Group for “special people”. You could give this person their own telephone number (provided by the telephone company) that they can call. This number could be added to that DID Group.

The application that is triggered when calling in (ref: IVR Profile Name) could be one that specially compares the number that was dialed with the number that the special person is calling from (Automatic Number Identification - ANI), and use that as an authentication method to validate the person without asking any questions.

So, DID group is a sorting/categorization feature which can be leveraged to provide special actions to people that hold a special number. Or, if not leveraged, then, the group might simply be named “XX Airlines - CFD (customer front door)”, and, have only a single number listed (1-800-XX-ESKY).

Create a new DID Group

DID Group Details [X]

[Delete]

DID Group Name *

SSDID

IVR Profile Name

IVRAppDefault_p

[Quick Filter] +

<input checked="" type="checkbox"/>	DID List	[Dropdown]
<input checked="" type="checkbox"/>	999000	

[Cancel] [Reset] [Apply]

1. In IVR Administration, select DID Groups from the Administration menu, and then click **New**.
2. Configure the DID Group details dialog:
 - Enter an unused DID Group Name and an existing IVR Profile Name.
 - Check the selection box of each DID in the DID List field, to include that DID in the group you are creating.

Optional **Quick Filter** field: Enter text to limit the number of DIDs displayed, or click plus (+) to query for additional DIDs not displayed.

When you leave this dialog, the DID Group that you created is now listed in the DID Groups directory.

Modify an existing DID Group

DID Group Details

DID Group Name *
New DID Group

IVR Profile Name

DID List

No items

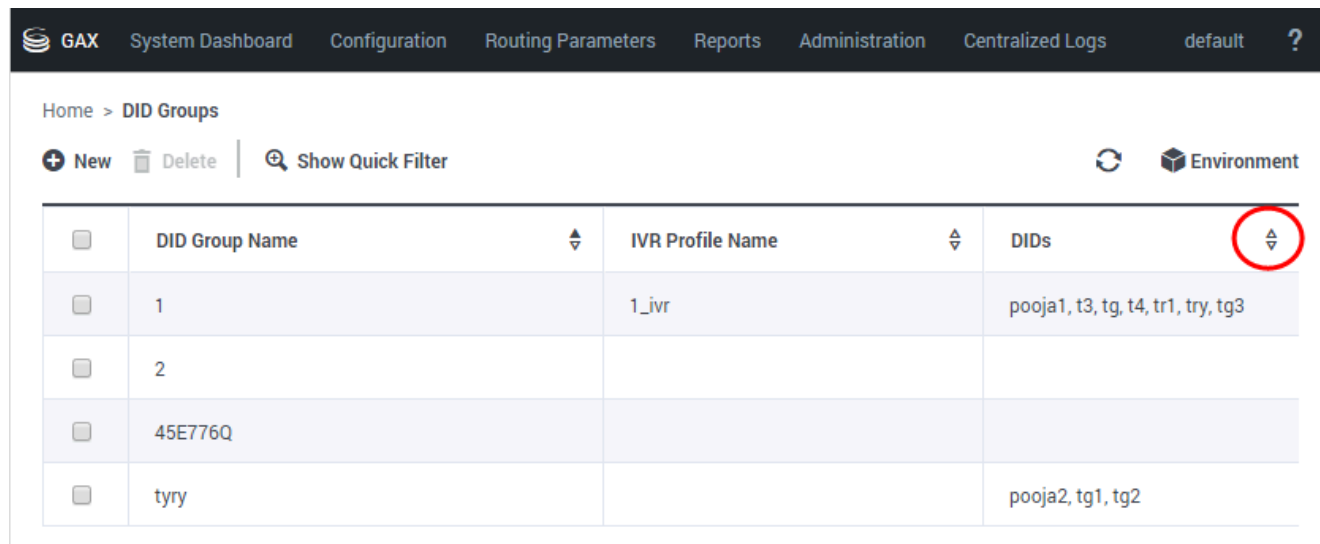
Remove items from the group

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Uncheck individual items to remove them from the DID group.

Provision conflicting entries

- DID group provisioning succeeds when you remove the conflicting entries in overlapping ranges (example: 100-200 and 150-250).

Sort an existing DID Group



The screenshot shows the GAX System Dashboard with the following navigation menu: System Dashboard, Configuration, Routing Parameters, Reports, Administration, Centralized Logs, default, and a help icon. The breadcrumb path is Home > DID Groups. Below the breadcrumb are buttons for '+ New', 'Delete', and 'Show Quick Filter', along with a refresh icon and 'Environment'.

<input type="checkbox"/>	DID Group Name	IVR Profile Name	DIDs
<input type="checkbox"/>	1	1_ivr	pooja1, t3, tg, t4, tr1, try, tg3
<input type="checkbox"/>	2		
<input type="checkbox"/>	45E776Q		
<input type="checkbox"/>	tyr		pooja2, tg1, tg2

The sorting arrowhead in the 'DIDs' column header is circled in red.

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Click the arrowhead (a triangle) at the top right of the DID List field to sort it in the direction of that the arrowhead points (up=descending order, down=ascending order).

The list of DIDs in the group is sorted. You can re-sort the list, but you cannot unsort it.

Provision IVR Profiles yourself

Contents

- [1 What is an IVR Profile?](#)
- [2 How to provision IVR profiles](#)
- [3 How to create new IVR profiles](#)



- Administrator

You can use IVR Administration to provision Voice Platform Profiles (IVR profiles) and map Direct Inward Dialed (DID) Groups to these IVR profiles.

Related documentation:

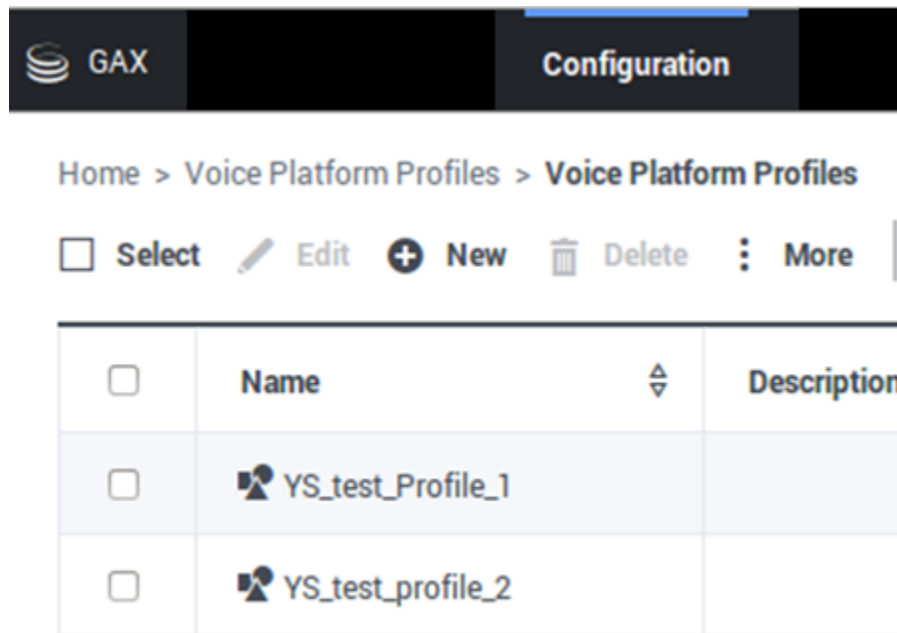
-

What is an IVR Profile?

Leveraged as part of the DID group, an IVR profile is a pointer to what happens when a call is received. For example, the IVR Profile name may be “XXAirlines-CFD”, and, the URL to that application may be <http://...> (the initial page URL).

You may ask, why not just set the IVR profile to the initial page URL? The reason is that the IVR profile can house other settings for the customer beyond the base application. For example, you may allow customers to set up a backup application (in case their main one goes down).

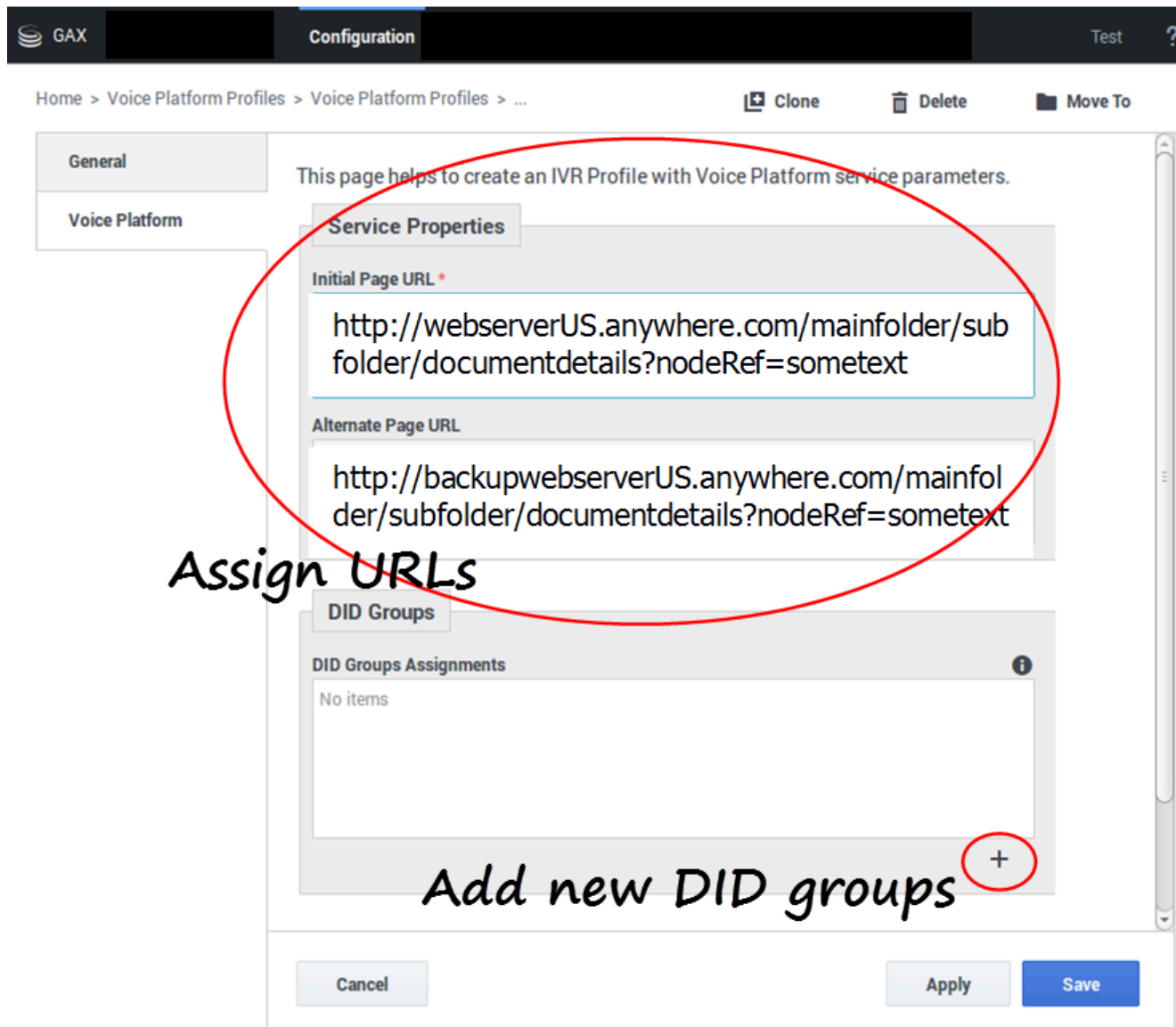
How to provision IVR profiles



Log in as a tenant and select the Voice Platform Profile icon on the Main Menu page.

- The Voice Platform Profiles Main Page lists all existing IVR profiles that belong to you (the logged-in tenant).
- The Edit, New, Delete, and More commands (above the list) act on the IVR profile(s) that you select.

How to create new IVR profiles



Creating a new IVR profile requires completing two forms. Click **New** and be ready to enter information that the forms need:

On the Service Properties page:

- Initial page URL (only http, https and file protocols supported)
- Alternate Page URL (only http, https and file protocols supported)
- DID Groups
 - Add to the list—click the + button (plus) near the bottom right.

- Remove from the list—roll over the item with the cursor and click the **X**.
- **Save** lets you name the profile and moves you to the IVR profile listing page.

On the Available DID Groups page:

- Select the DID groups to assign and click **OK**. Your selections appear in the DID Groups Assignments list.
- **Save** also returns you to the VP Profiles Main Page, which now includes your newly created / newly assigned DID groups in the list.

GVP PaaS



- Administrator

Genesys Voice Platform (**GVP**) is a software-only, standards-based voice portal that provides cost-effective customer interactions, 24x7, for businesses using voice, video, the web, and the cloud.

Related documentation:

-

Functioning beyond traditional interactive voice response (IVR) systems, GVP provides touch-tone access to applications and incorporates optional speech recognition technology and video for conversational exchanges, better to identify and resolve customer requests.

GVP PaaS (Platform as a Service) is an Inbound Voice offering wherein the application or call-flow is installed on the customer premises and the incoming telco connection is terminated at the computer (GVP) in the Genesys Cloud CX. Customers can manage the application or call-flow entirely by themselves (or, with Genesys assistance), and rely on Genesys to manage the complex infrastructure and high-availability associated with the telco connection.

Once your application or call-flow is deployed to your on-premises application servers, create an IVR profile and a Direct Inward Dialing (DID) group, and link them together before calls are made into the PaaS IVR. For steps on how to do this, see Provisioning IVR profile yourself and Creating and managing DID Groups.

GVP PaaS also includes the following features:

- Historical Call Browser: GVP PaaS provides tenant-based access to the GVP Historical Call Browser on the Production and Sandbox platform. For more information, see Call browser report filters.
- Call Dashboard: GVP PaaS provides per-tenant access to the GVP Call Dashboard. For information, see Dashboard report filters.
- Operational Reports: GVP PaaS provides per-tenant access to GVP Operational Reports (peak usage, arrivals). For more information, see Operational report filters.

Provisioning IVR profiles yourself

Contents

- [1 What is an IVR Profile?](#)
- [2 How to provision IVR profiles](#)
- [3 How to create new IVR profiles](#)



- Administrator

You can use Platform Administration to provision IVR profiles and Map Direct Inward Dialing (DID) Groups to IVR profiles. You don't have to ask a manager or a system administrator.

Related documentation:

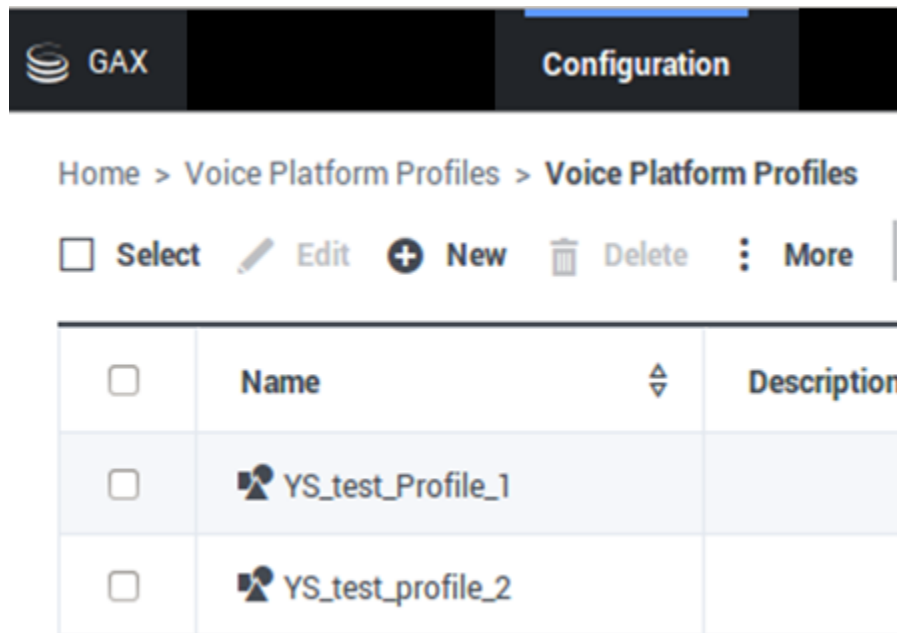
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You may ask, why not just set the IVR profile to the initial page URL? The reason is that the IVR profile can house other settings for the customer beyond the base application. For example, you may allow customers to set up a backup application (in case their main one goes down).

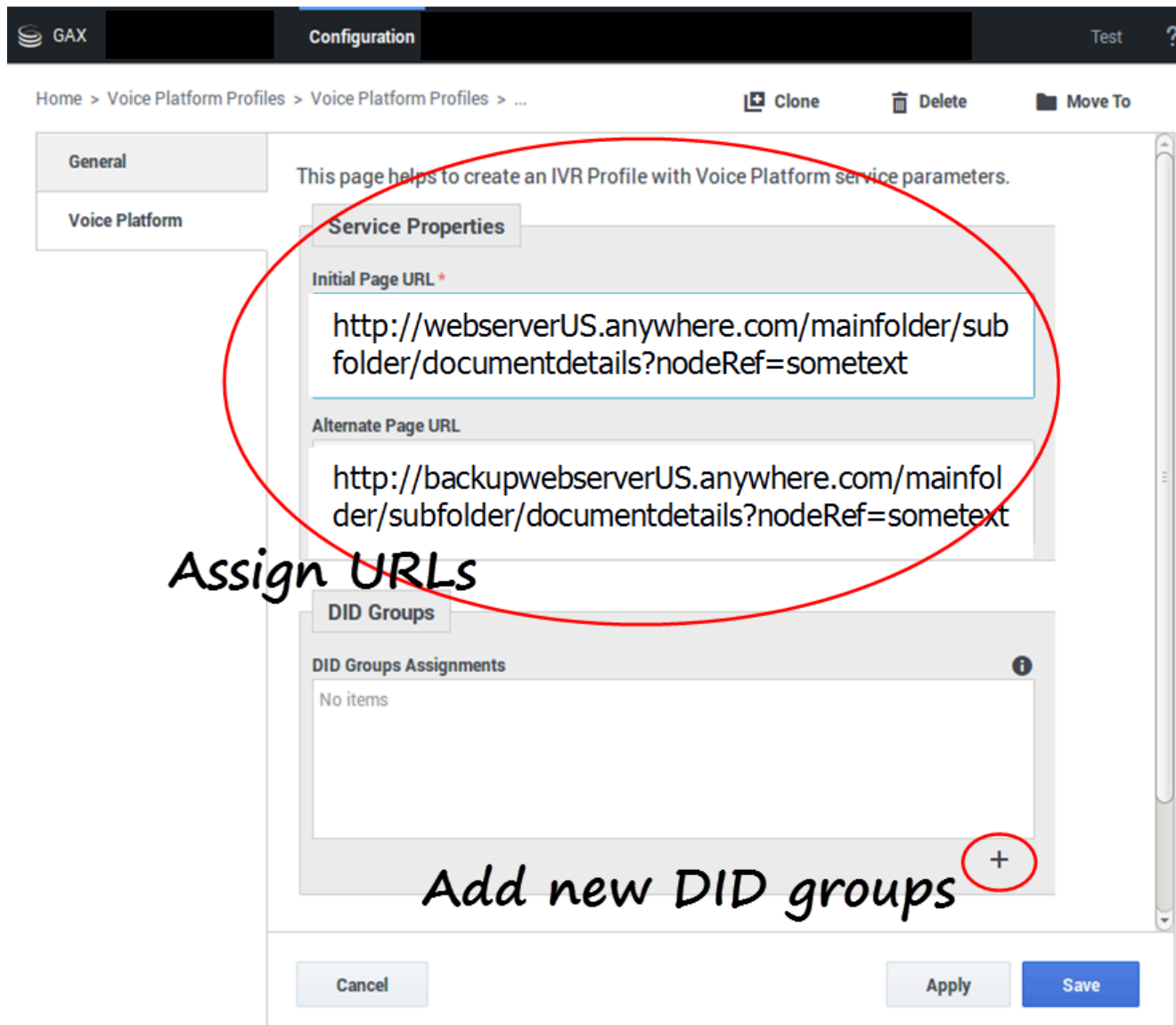
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- The Voice Platform Profiles Main Page lists all existing IVR profiles that belong to you (the logged-in tenant).
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How to create new IVR profiles



Creating a new IVR profile requires completing two forms.

Click **New** and be ready to enter information that the forms need:

On the Service Properties Page

- Initial page URL (only http, https and file protocols supported)
- Alternate Page URL (only http, https and file protocols supported)
- DID Groups
 - Add to the list—click the + button (plus) near the bottom right. An Available DID Groups dialog will

pop up.

- Remove from the list—roll over the item with the cursor and click the **X**.
- **Save** also moves you to the IVR profile listing page.

On the Available DID Groups Page Popup Dialog

- Select the DID groups to assign and click **OK**. Your selections appear in the DID Groups Assignments list.
- **Save** also returns you to the VP Profiles Main Page, which now includes your newly created / newly assigned DID groups in the list.

Creating and managing DID Groups

Contents

- [1 What is DID Group?](#)
- [2 Creating a new DID Group](#)
- [3 Modifying an existing DID Group](#)
- [4 Sorting an existing DID Group](#)



- Administrator

All procedures begin in the DID Groups Main Page.

Related documentation:

-

What is DID Group?

A large corporation would have several “departments” (such as sales, support, accounts receivable, and so on). Those departments could be accessed in either of the two ways:

- From a central menuing system (for example, Welcome to XX, press 1 for sales, press 2 for support, press 3 for accounts receivable)
- With ‘Direct Inward Dial (DID)’. In this case, you would likely define a DID Group for each of those departments. The numbers listed in this function are the exact numbers that a person would need to dial in order to be connected directly to the sales team, thus bypassing the “Welcome to XX” menu.

The following are a few more examples of DID group:

- Financial institutions – they may provide their gold customers with an ability to skip the queue and be connected directly with the “gold service center”, which may have some other menuing, but, would save that customer having to press several DTMF keys before being connected to that group.
- Credit Card companies – they may have a direct line into their fraud departments, so that clients could easily report their cards as stolen without needing to navigate what could be a complex menuing structure.

Why to create, provision, or modify a DID Group?

You might have a person join as a new training engineering supervisor. If you want to take special action when this person calls, then, you might have a DID Group for “special people”. You could give this person their own telephone number (provided by the telephone company) that they can call. This number could be added to that DID Group.

The application that is triggered when calling in (ref: IVR Profile Name) could be one that specially compares the number that was dialed with the number that the special person is calling from (Automatic Number Identification - ANI), and use that as an authentication method to validate the person without asking any questions.

So, DID group is a sorting/categorization feature which can be leveraged to provide special actions to people that hold a special number. Or, if not leveraged, then, the group might simply be named “XX Airlines – CFD (customer front door), and, have only a single number listed (1-800-XX-ESKY).

Creating a new DID Group

DID Group Details [Close]

[Delete]

DID Group Name *

SSDID

IVR Profile Name

IVRAppDefault_p

Quick Filter +

<input checked="" type="checkbox"/>	DID List	▲▼
<input checked="" type="checkbox"/>	999000	

Cancel Reset Apply

To create a new DID group:

1. In IVR Administration, select **DID Groups** from the Administration menu, then click **New**.
2. Configure the DID Group details dialog:
 - Enter an unused DID Group Name and an existing IVR Profile Name.
 - Check the selection box of each DIDs in the DID List field, to include those DIDs in the group you are creating.

Optional Quick filter field: enter text to limit the number of DIDs displayed, or click plus (+) to query for additional DIDs not displayed.

When you leave this dialog, the DID Group that you created is now listed in the DID Groups directory.

Modifying an existing DID Group

DID Group Details

DID Group Name *
New DID Group

IVR Profile Name

DID List

No items

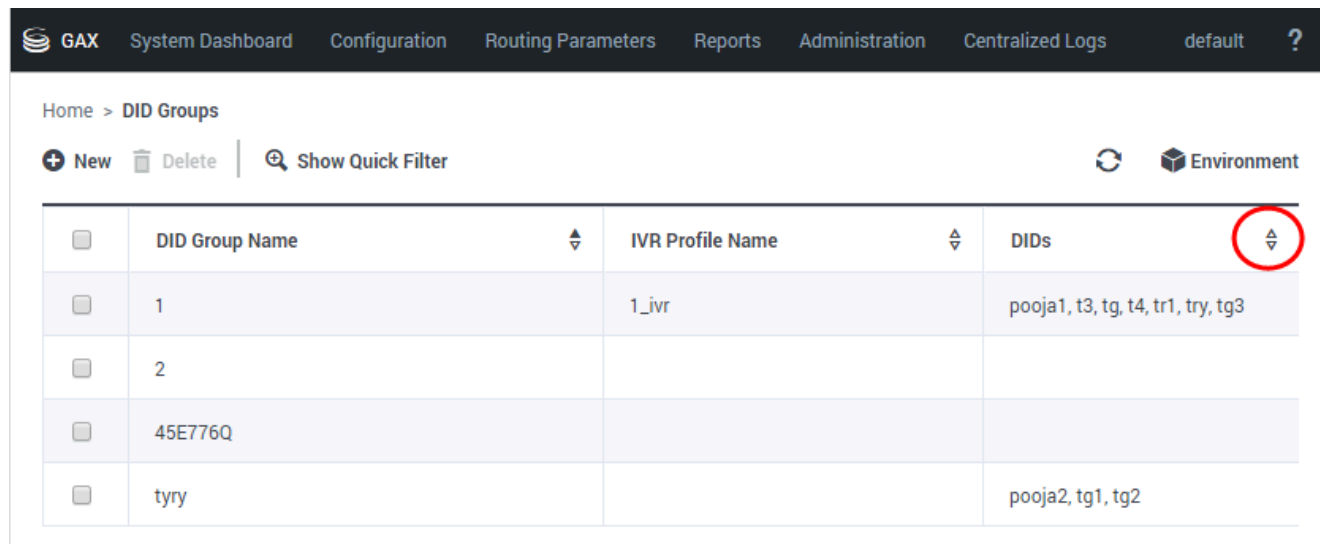
Removing items from the group

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Uncheck individual items to remove them from the DID group.

Provisioning conflicting entries

- DID group provisioning succeeds when you remove the conflicting entries in overlapping ranges (example: 100-200 and 150-250).

Sorting an existing DID Group



The screenshot shows the GAX System Dashboard with the following navigation menu: System Dashboard, Configuration, Routing Parameters, Reports, Administration, Centralized Logs, default, and a help icon. The breadcrumb path is Home > DID Groups. Below the breadcrumb are buttons for '+ New', 'Delete', and 'Show Quick Filter', along with a refresh icon and 'Environment'.

<input type="checkbox"/>	DID Group Name	IVR Profile Name	DIDs
<input type="checkbox"/>	1	1_ivr	pooja1, t3, tg, t4, tr1, try, tg3
<input type="checkbox"/>	2		
<input type="checkbox"/>	45E776Q		
<input type="checkbox"/>	tyr		pooja2, tg1, tg2

To sort an existing DID Group:

1. Click on the name of an existing DID Group to open its DID Group Details dialog.
2. Click the arrowhead (a triangle) at the top right of the DID List field to sort it in the direction of that the arrowhead points (up=descending order, down=ascending order).

The list of DIDs in the group is sorted. You can re-sort the list, but you cannot unsort it.