



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.

IVR Administration Genesys Multicloud CX Administrator's Guide

Enterprise IVR

5/19/2024



- 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