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# IVR Administration Genesys Multicloud CX Administrator's Guide

Enterprise IVR

12/18/2025



- 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:**

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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

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- Data tables
  - Callback settings