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IVR Administration Genesys Multicloud CX Administrator's Guide

Enterprise IVR

7/26/2024



- 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:

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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