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IVR Administration Genesys Multicloud CX Administrator's Guide

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:

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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](#).