IVR Administration Genesys Multicloud CX Administrator's Guide

GVP PaaS

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  - 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.