IVR Administration Genesys Multicloud CX Administrator's Guide

Provision IVR Profiles yourself

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  - Administrator

You can use IVR Administration to provision Voice Platform Profiles (IVR profiles) and map Direct Inward Dialed (DID) Groups to these IVR profiles.

Related documentation:
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What is an IVR Profile?

Leveraged as part of the DID group, an IVR profile is a pointer to what happens when a call is received. For example, the IVR Profile name may be "XXAirlines-CFD", and, the URL to that application may be http://... (the initial page URL).

You may ask, why not just set the IVR profile to the initial page URL? The reason is that the IVR profile can house other settings for the customer beyond the base application. For example, you may allow customers to set up a backup application (in case their main one goes down).

How to provision IVR profiles
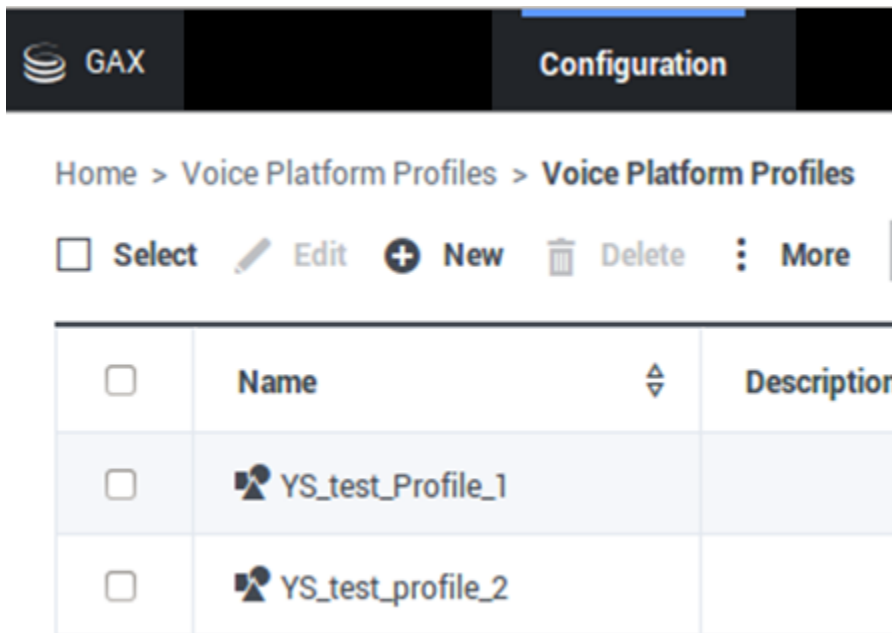
Log in as a tenant and select the Voice Platform Profile icon on the Main Menu page.

- The Voice Platform Profiles Main Page lists all existing IVR profiles that belong to you (the logged-in tenant).
- The Edit, New, Delete, and More commands (above the list) act on the IVR profile(s) that you select.

How to create new IVR profiles

Creating a new IVR profile requires completing two forms.
Click **New** and be ready to enter information that the forms need:

On the Service Properties page:

- Initial page URL (only http, https and file protocols supported)
- Alternate Page URL (only http, https and file protocols supported)
- DID Groups
  - Add to the list—click the **+** button (plus) near the bottom right.

- Remove from the list—roll over the item with the cursor and click the **X**.

- **Save** lets you name the profile and moves you to the IVR profile listing page.

On the Available DID Groups page:

- Select the DID groups to assign and click **OK**. Your selections appear in the DID Groups Assignments list.

- **Save** also returns you to the VP Profiles Main Page, which now includes your newly created / newly assigned DID groups in the list.