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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:

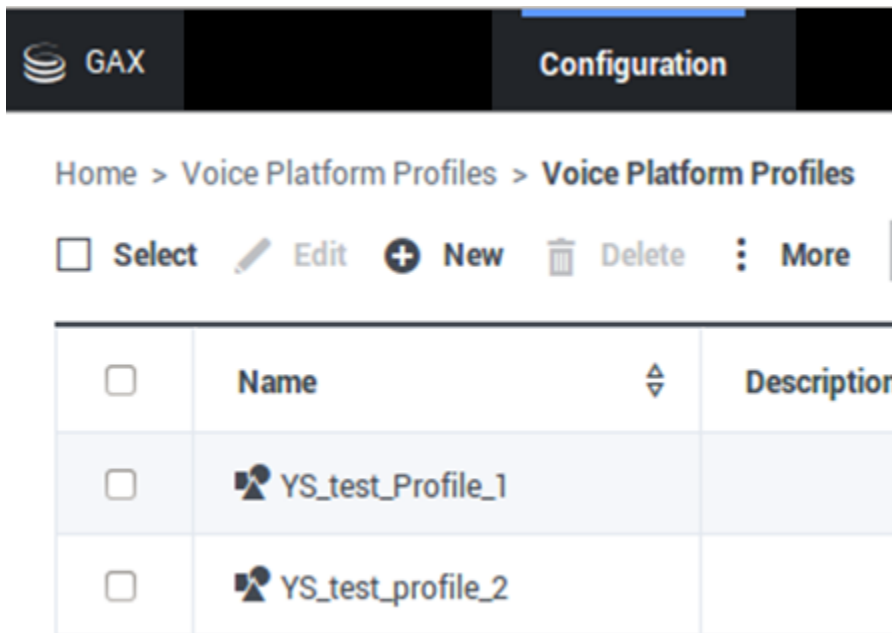
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What is an IVR Profile?

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

The screenshot shows the GAX Configuration page for creating a new IVR profile. The page has a top navigation bar with 'GAX', 'Configuration', and 'Test' tabs. Below the navigation bar, there is a breadcrumb trail: 'Home > Voice Platform Profiles > Voice Platform Profiles > ...'. To the right of the breadcrumb trail are three buttons: 'Clone', 'Delete', and 'Move To'. The main content area is divided into two sections: 'General' and 'Voice Platform'. The 'Voice Platform' section is active, and it contains a 'Service Properties' section and a 'DID Groups' section. The 'Service Properties' section has two text input fields: 'Initial Page URL *' and 'Alternate Page URL'. The 'Initial Page URL' field contains the text 'http://webserverUS.anywhere.com/mainfolder/subfolder/documentdetails?nodeRef=sometext'. The 'Alternate Page URL' field contains the text 'http://backupwebserverUS.anywhere.com/mainfolder/subfolder/documentdetails?nodeRef=sometext'. A red circle is drawn around these two fields, and the handwritten text 'Assign URLs' is written next to it. The 'DID Groups' section has a 'DID Groups Assignments' list that currently shows 'No items'. A red circle is drawn around the '+' button at the bottom right of this list, and the handwritten text 'Add new DID groups' is written next to it. At the bottom of the page, there are three buttons: 'Cancel', 'Apply', and 'Save'.

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.

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- 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.