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How voice works

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- Administrator
- Agent
- Supervisor

Inbound voice processes calls and distributes them to the right agents at the right time.

Related documentation:

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What Voice does

Using caller input (such as interactive voice response (IVR)) and caller ID contact information, inbound voice routes calls based on agent skills, service levels, caller history, or other criteria.

How Voice works

While Genesys handles much of the initial configuration of inbound voice, you use Agent Setup and Platform Administration to tailor the configuration, Designer to set up call routing and IVRs, and Agent Workspace and Genesys Softphone to handle calls. You can also record calls, view reports, and add functionality such as Callback.

Voice setup





Players: Administrators

Actions: Use Agent Setup to configure Voice channel options as well as agents and skills, Designer and IVR Administration to manage IVRs, and Platform Administration to manage voicemail.

Voice channel options

Manage agents and other users

Create and manage agent skills

Create IVRs

Manage DID Groups

Manage voicemail

Call routing



Players: Administrators

Actions: Genesys provides a basic routing strategy that sends calls to agents and provides IVR menus. You can use Designer to modify existing strategies and create new ones.

How routing works

Designer applications

Menu (IVR/DTMF) block

Route call block

Call handling

Players: Agents, Supervisors

Actions: Agent Workspace enables your agents and supervisors to handle voice interactions with contacts or team members, including conferences, consultations, and call recordings.

Call handling

Internal interactions

Call recording



Players: Administrators, Supervisors

Actions: You can record calls, then analyze the recordings to assess customer satisfaction, monitor quality, and improve agent performance.

How Recording works

Callback



Players: Administrators, Agents

Actions: Genesys Callback, which takes its name from the most typical form of deferred voice

connection, supports a range of callback scenarios, including the classic callback offered by an IVR as well as call-ins that your customers initiate from your mobile app. Callbacks appear as standard calls to agents in Agent Workspace.

How Callback works

Reporting



Players: Administrators, Supervisors, Agents

Actions: Supervisors and administrators can analyze current call activity through Pulse dashboard reports and the Queue KPI report. They can use Genesys CX Insights and Genesys GVP to analyze historical events and long-term trends. Agents can analyze their own activity through reports built into Agent Workspace.

How Reporting works

Get Started with Genesys Pulse

Get started with Genesys CX Insights

Get started with GVP reporting

Navigating Agent Workspace

Manage reporting environments
