



IVR Driver

Use Your Existing IVR and Add New Routing Capabilities

Keep Your Existing IVR

When setting up your contact center, you're rarely able to start with a completely blank slate. If your existing VXML 2.0+ IVR is meeting your IVR needs, you'll want to continue reaping value from that investment, even as you upgrade other areas of your contact center.

Enhance Your Existing IVR with New Routing Capabilities

Genesys IVR Driver is a service that integrates your existing IVR with the [Genesys Customer Experience Platform](#), so you can preserve your existing setup while gaining the benefits of more advanced routing capabilities. Features such as complete agent-state tracking and call-handling capabilities—routing, queuing, conferencing, and third-party call control—not only improve voice self-service for your customers but boost efficiency as well.

Gain More Operational Value with IVR Driver Integration

IVR Driver is a web portal that enables primary and high-availability production and quality assurance ports, as well as development lab ports.

By providing a bridge between your existing IVR and your Genesys platform, you reduce call handling times by displaying customer information via screen pops, so your agents can easily address callers' needs. Since it's based on open standards and uses VoiceXML, XML messaging, and open-source software, you're also able to improve your knowledge-based support via online forums and expanded talent pools.

IVR Driver connects to the Genesys IVR Server, which is typically configured two ways in non-SIP environments:

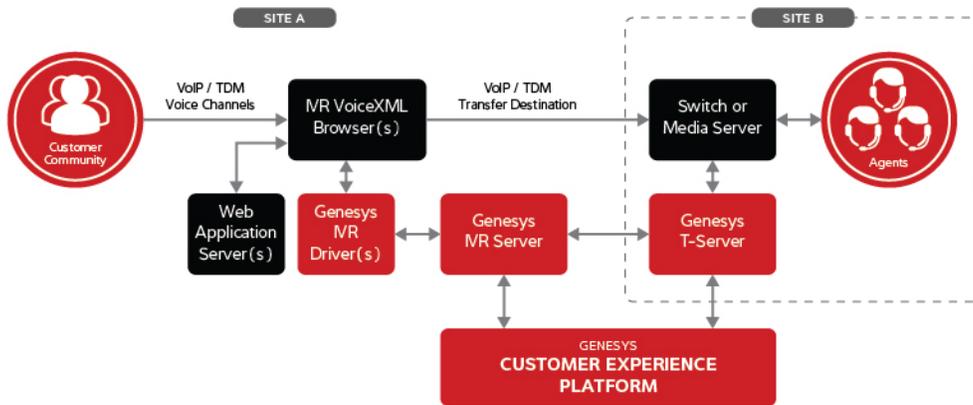
- IVR-in-front configuration with no switch-specific T-Server
- IVR-behind-switch configuration

BENEFITS

- Integrates your existing third-party VXML 2.0+ IVR platforms with Genesys quickly and simply
- Extends the value of your existing IVR while gaining new efficiency

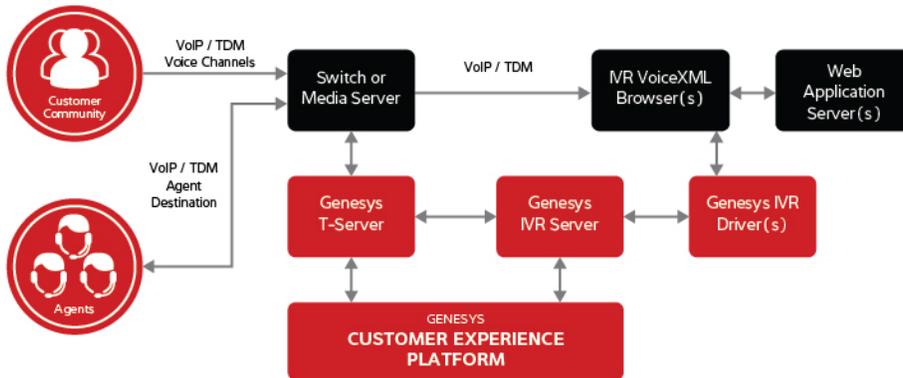
IVR-in-front configuration with no switch-specific T-Server:

Site B has a physical switch connected to the Genesys T-Server, which provides data to agents.



IVR-behind-switch configuration:

Incoming calls arrive at the switch before going to your IVR. The on-premises switch and Genesys T-Server are at the same site in this configuration.



Technical Specifications

- VoiceXML 2.0+ specification
- Supports Genesys Media Server platforms 7.5 through 8.5
- Requires Apache Tomcat application server 1.7 or 1.8
- Compatible release of Genesys T-Server for IVR-behind-switch configurations
- Support for up to six concurrent IVR connection instances
- Primary/backup and load-balanced high-availability models supported

KEY FEATURES

- Telephony functions such as transfer, conference, answer, and release
- Call data manipulation such as attach, update, and delete
- Treatment handling for agent hold and parking
- Load distribution to multiple Genesys IVR Servers
- Virtual channel generation for SIP implementations
- Static and dynamic channel allocation capabilities

About Genesys

Genesys is the market leader in omnichannel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels, and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day.

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