

# On Road Support (ORS) — Genesys Cloud Call Flow

Ahold Delhaize | Bilingual EN/ES | Driver & Customer Care Routing | In-Queue Experience

Flow: ORS\_Main\_Inbound | v1.0

Region: Genesys Cloud US West 2

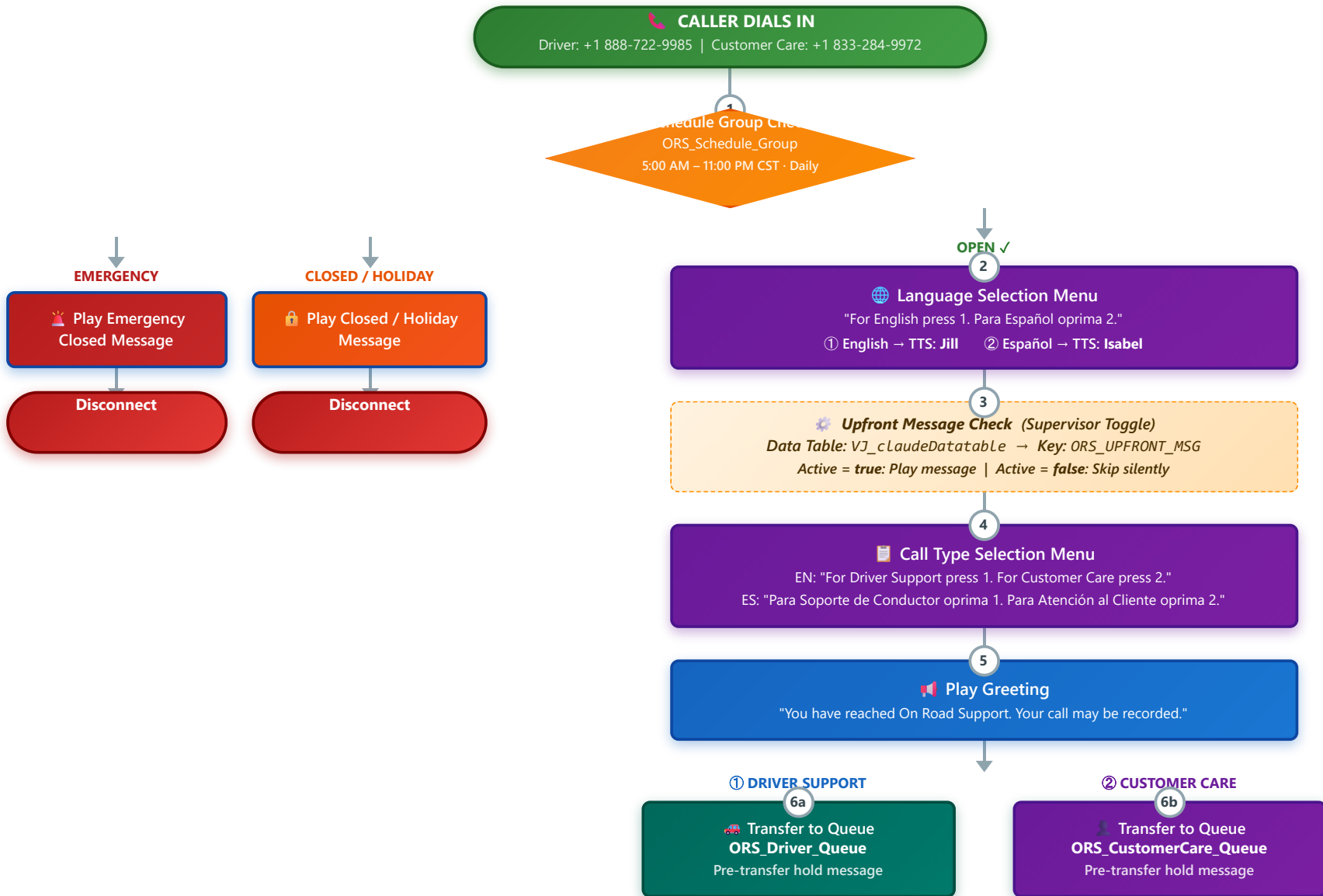
Division: Claude\_Exploration\_Vijay

Created: 2026-02-26

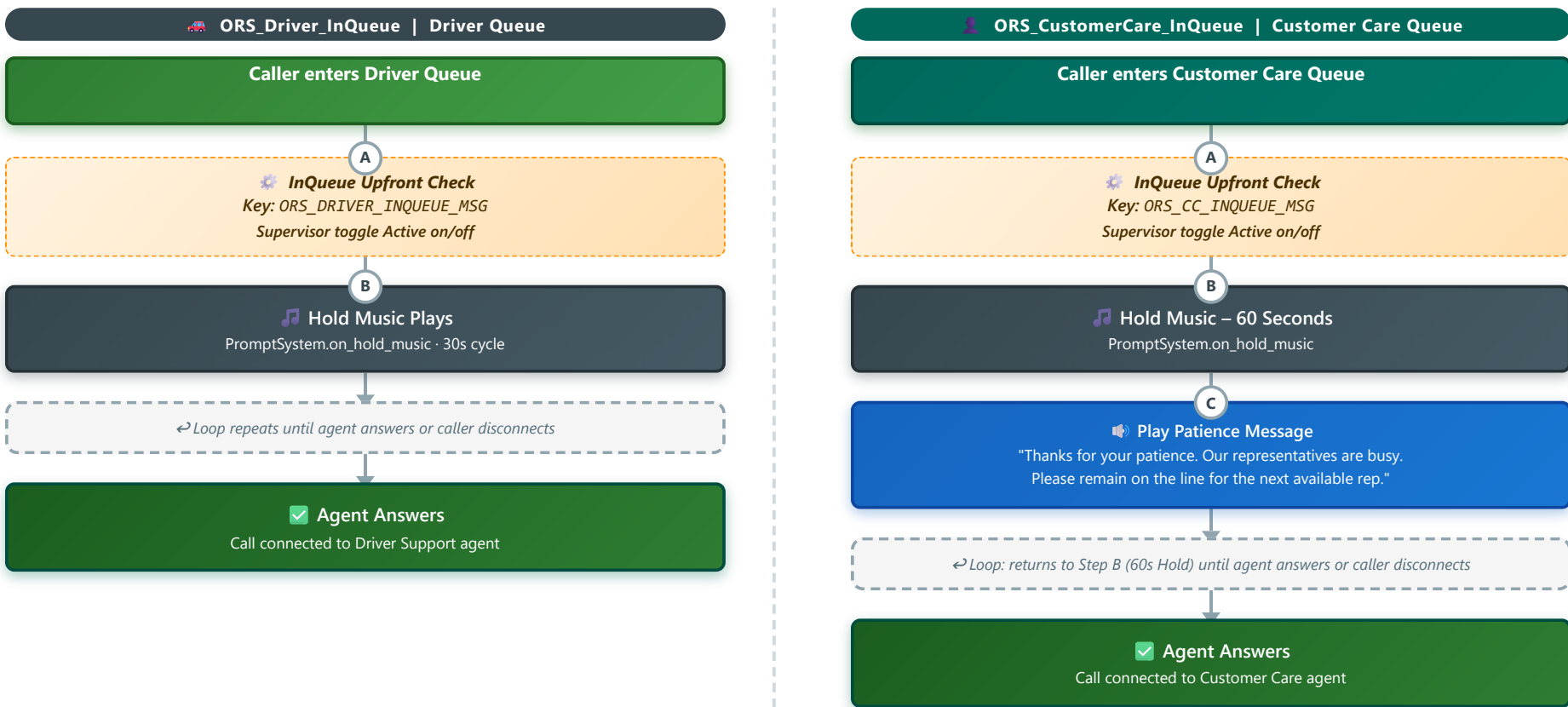
PUBLISHED

LEGEND: Start / End Decision Process / Action Menu / Selection Queue Transfer In-Queue Experience Disconnect Supervisor Toggle

## MAIN INBOUND FLOW — ORS\_MAIN\_INBOUND



## IN-QUEUE EXPERIENCE



## GENESYS CLOUD RESOURCE REFERENCE

Resource	Name	ID	Notes
Inbound Flow	ORS_Main_Inbound	7cfdcc60-d17e-4b5f-80d8-f0630287fb06	v1.0 · Published
InQueue Flow	ORS_Driver_InQueue	a71c82a8-3bfb-41cf-8ab8-de631ec90f0b	v1.0 · Assigned to ORS_Driver_Queue

Resource	Name	ID	Notes
InQueue Flow	ORS_CustomerCare_InQueue	fc18e5a3-fc0e-4464-b070-b508ab04eb8a	v1.0 · Assigned to ORS_CustomerCare_Queue
Queue	ORS_Driver_Queue	c145390d-d8b7-40c9-ad2f-5e593507757b	Driver Support · Voice
Queue	ORS_CustomerCare_Queue	57516f74-26d6-4b0c-baa2-49092fcf08c8	Customer Care · Voice
Schedule Group	ORS_Schedule_Group	50be470a-eb38-4802-830b-177fd9a8ae52	5AM–11PM CST · Daily · America/Chicago
Schedule	ORS_Business_Hours	c109246d-b370-4f8a-bfdc-d97087f29573	FREQ=DAILY · 05:00–23:00
Data Table	VJ_claudeDatatable	a698670c-8b83-4ddb-af04-04f67eee0c78	Keys: ORS_UPFRONT_MSG · ORS_DRIVER_INQUEUE_MSG · ORS_CC_INQUEUE_MSG

