
CLAUDE CARS CALL FLOW - VISUAL DIAGRAM

Flow: Claude_cars32 | v15.0 | Updated: 2026-02-25


Division: Claude_Exploration_Vijay | Org: Waterfield | Region: US West 2

MAIN INBOUND FLOW STRUCTURE:

[Caller Dials DID]

+1 (773) 906-3291 → IVR Config: Claude_VJ



 BUSINESS HOURS CHECK (evaluateScheduleGroup)
Schedule Group : Claude_Cars_Schedule_Group
ID : 79e337b9-8e2c-4bb2-b26d-948c5f65e07c
Timezone : America/Los_Angeles (Pacific Time)
Open Schedules : Mon-Fri 9:00 AM - 5:00 PM
Saturday 10:00 AM - 2:00 PM
Closed : Sunday (not in open schedules)
Holiday sched : Add via Genesys Cloud UI → Schedule Group
Emergency : Claude_Cars_Emergency (toggle Active in UI)

— CLOSED —→ [Play TTS: "Thank you for calling Claude Cars.
Our offices are currently closed. Hours: Mon-Fri
9 AM-5 PM, Sat 10 AM-2 PM Pacific. Goodbye."]




— HOLIDAY —→ [Play TTS: "We are closed today in observance
of a holiday. Please call back on our next
business day. Hours: Mon-Fri 9AM-5PM,
Sat 10AM-2PM Pacific. Goodbye."]



— EMERGENCY —→ [Play TTS: "We are temporarily closed due to
an emergency situation. Please try again later.
We apologize for any inconvenience. Goodbye."]



— OPEN —→

 UPFRONT MESSAGE CHECK
DataTable : VJ_claudeDatatable
Key : "UPFRONT MESSAGING"
Variables : Flow.UpfrontActive (bool)
Flow.UpfrontMessage (str)
(Supervisors set Active=true in Datatable
and update Message to enable broadcast)

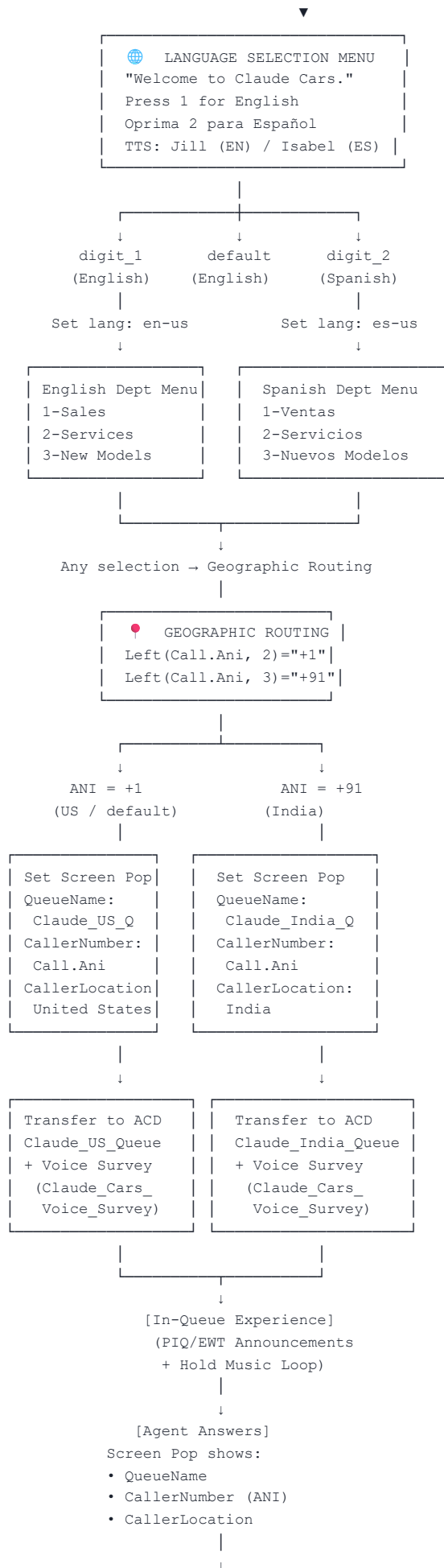
— Active = TRUE

↓
[Play Upfront TTS Message]
(from Flow.UpfrontMessage)

— Active = FALSE —

— Not Found / Failure —





POST-CALL VOICE SURVEY
Claude_Cars_Voice_Survey v3.0
Q1: Agent Rating (1-5)
Q2: Overall Satisfaction(1-5)
TTS: Genesys TTS / Jill

↓
[Disconnect]

SCHEDULE GROUP CONFIGURATION:

Schedule Group : Claude_Cars_Schedule_Group
ID : 79e337b9-8e2c-4bb2-b26d-948c5f65e07c
Timezone : America/Los_Angeles (Pacific, DST-aware)

Day	Hours	Status
Monday	9:00 AM - 5:00 PM	OPEN (WeekDay schedule)
Tuesday	9:00 AM - 5:00 PM	OPEN
Wednesday	9:00 AM - 5:00 PM	OPEN
Thursday	9:00 AM - 5:00 PM	OPEN
Friday	9:00 AM - 5:00 PM	OPEN
Saturday	10:00 AM - 2:00 PM	OPEN (Saturday schedule)
Sunday	—	CLOSED
Holidays	Add via Genesys UI	HOLIDAY (when configured)
Emergency	Toggle Claude_Cars_Emerg	EMERGENCY (when active)

Schedules:

- Claude_Cars_WeekDay_Hours ID: 4487a794-2c9d-4243-9d43-387f2e354140
- Claude_Cars_Saturday_Hours ID: 7b382f3d-af07-471e-83e3-0e21b4e2eb01
- Claude_Cars_Emergency ID: 2ad23901-745e-4092-aea9-6bc6d54c68db

To ACTIVATE Emergency:

Genesys Cloud UI → Admin → Architect → Emergency Groups
→ Claude_Cars_Emergency → toggle Active ON

To ADD Holidays:

Genesys Cloud UI → Admin → Architect → Schedules
→ Create a schedule for the holiday date
→ Add it to Claude_Cars_Schedule_Group → holidaySchedules

FLOW CALL PATH SUMMARY (ordered steps):

1. Caller dials DID → IVR assigns Claude_cars32 flow
2. Business Hours Check (NEW - evaluateScheduleGroup)
 - CLOSED : Play closed message → Disconnect
 - HOLIDAY : Play holiday message → Disconnect
 - EMERGENCY : Play emergency message → Disconnect
 - OPEN : Continue to step 3
3. Upfront Message Check (DataTable lookup VJ_claudeDatatable)
 - Active=true : Play supervisor broadcast message
 - Otherwise : Skip straight to Language Menu
4. Language Selection Menu (1=English, 2=Español, default=English)
5. Department Menu (1=Sales/Ventas, 2=Services/Servicios, 3=New Models)
6. Geographic Routing (ANI prefix +1 → US, +91 → India, default → US)
7. Set Participant Data (QueueName, CallerNumber, CallerLocation)
8. Transfer to ACD (Claude_US_Queue or Claude_India_Queue + survey link)
9. In-Queue Experience (PIQ/EWT + Hold Music loop)
10. Agent Connects (Screen pop: Queue, ANI, Location)
11. Post-Call Voice Survey (Claude_Cars_Voice_Survey v3.0)
 - Q1: Agent Rating (1-5)

Q2: Overall Satisfaction (1-5)
12. Disconnect

FAILURE / ERROR PATHS:

No Language Input : Retry 3× (10-sec timeout) → Disconnect
No Menu Selection : Retry 3× (10-sec timeout) → Disconnect
Queue Transfer Fail : Play failure message → Disconnect
DataTable Lookup Fail : Skip upfront message → Language Menu (graceful)
Error Handler : "An error has occurred. Goodbye." → Disconnect

FLOW OBJECT INVENTORY:

Inbound Flow	: Claude_cars32	5796d427-8c0b-455f-8471-38db03907764	v15.0
Survey Flow	: Claude_Cars_Voice_Survey	a0c88d4e-570a-40a6-8feb-8090869df003	v3.0
US Queue	: Claude_US_Queue	ed1d516d-a9c9-4594-9420-d3e574042d0b	
India Queue	: Claude_India_Queue	13f15c0b-11dc-41b2-9a69-204056f3b310	
Data Table	: VJ_claudeDatatable	a698670c-8b83-4ddb-af04-04f67eee0c78	
Schedule Grp	: Claude_Cars_Sched_Group	79e337b9-8e2c-4bb2-b26d-948c5f65e07c	
Weekday Sched	: Claude_Cars_WeekDay	4487a794-2c9d-4243-9d43-387f2e354140	
Saturday Sched	: Claude_Cars_Saturday	7b382f3d-af07-471e-83e3-0e21b4e2eb01	
Emergency Grp	: Claude_Cars_Emergency	2ad23901-745e-4092-aea9-6bc6d54c68db	

END OF DIAGRAM | Claude_cars32 v15.0 | 2026-02-25
