Claude Cars — Genesys Cloud Architect Diagram

Inbound Call Flow + Schedule Group + Upfront Message + In-Queue + Post-Call Survey | DID: +1 (773) 906-3291 | Division: Claude_Exploration_Vijay | **Updated 2026-02-25** | **v15.0**

Start / End · Schedule Group Check (NEW) · Upfront Message Check (NEW) · Menu (DTMF) · Decision · Action / InQueue Loop · Set Participant Data · Transfer to ACD · Queue · Post-Call Survey · TTS Voice

INBOUND CALL FLOW — CLAUDE_CARS32 V15.0 (INBOUNDCALL) | ID: 5796D427...

DID · IVR CONFIG: CLAUDE_VJ

+1 (773) 906-3291

id: a68a5643... | Pool: 3e4b081e...

BUSINESS HOURS CHECK — EVALUATESCHEDULEGROUP (NEW · 2026-02-25)

Schedule Group Check

Group: **Claude_Cars_Schedule_Group** | ID: 79e337b9... | Timezone: **America/Los_Angeles** (Pacific, DST-aware)

⊗ CLOSED

Sunday + outside open hours (any time not in a schedule)

Play Closed Message
"Offices closed. Hours: Mon–Fri 9AM–5PM, Sat 10AM–2PM Pacific."

Disconnect

HOLIDAY

Matches a holiday schedule (add via Genesys UI)

Play Holiday Message
"Closed for holiday. Call back next business day."

Disconnect

✓ OPEN

Mon–Fri 9AM–5PM
Saturday 10AM–2PM
→ **Continue below**

EMERGENCY

Emergency group active (toggle ON via Genesys UI)

Play Emergency Message
"Temporarily closed – emergency. Please try again later."

Disconnect

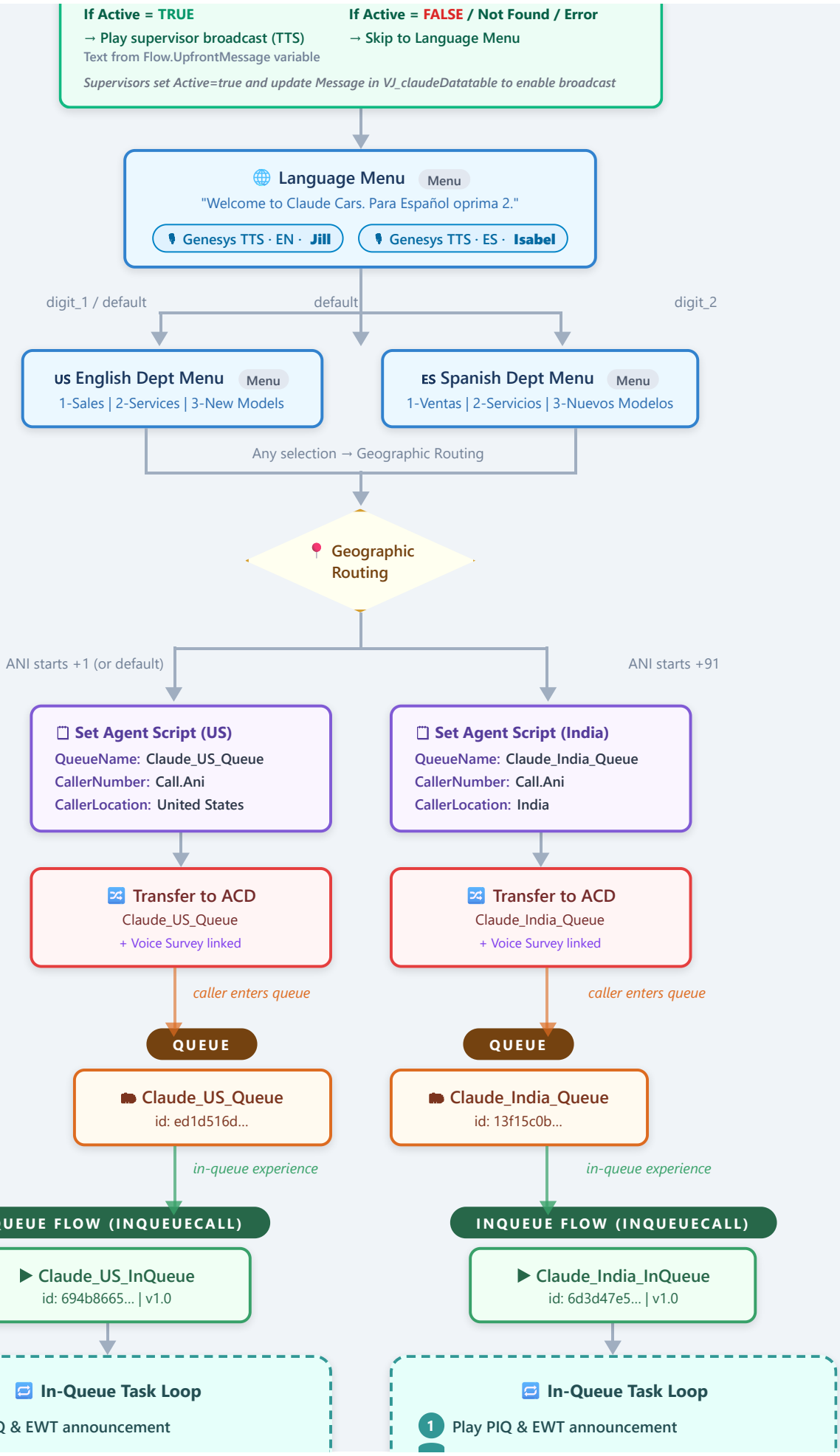
Day	Hours (Pacific Time)	Status	Schedule Name
Monday	9:00 AM – 5:00 PM	OPEN	Claude_Cars_WeekDay_Hours
Tuesday	9:00 AM – 5:00 PM	OPEN	Claude_Cars_WeekDay_Hours
Wednesday	9:00 AM – 5:00 PM	OPEN	Claude_Cars_WeekDay_Hours
Thursday	9:00 AM – 5:00 PM	OPEN	Claude_Cars_WeekDay_Hours
Friday	9:00 AM – 5:00 PM	OPEN	Claude_Cars_WeekDay_Hours
Saturday	10:00 AM – 2:00 PM	OPEN	Claude_Cars_Saturday_Hours
Sunday	—	CLOSED	(not scheduled)
Holidays	All day	HOLIDAY	Add via Genesys UI
Emergency	Anytime	EMERGENCY	Claude_Cars_Emergency (toggle)

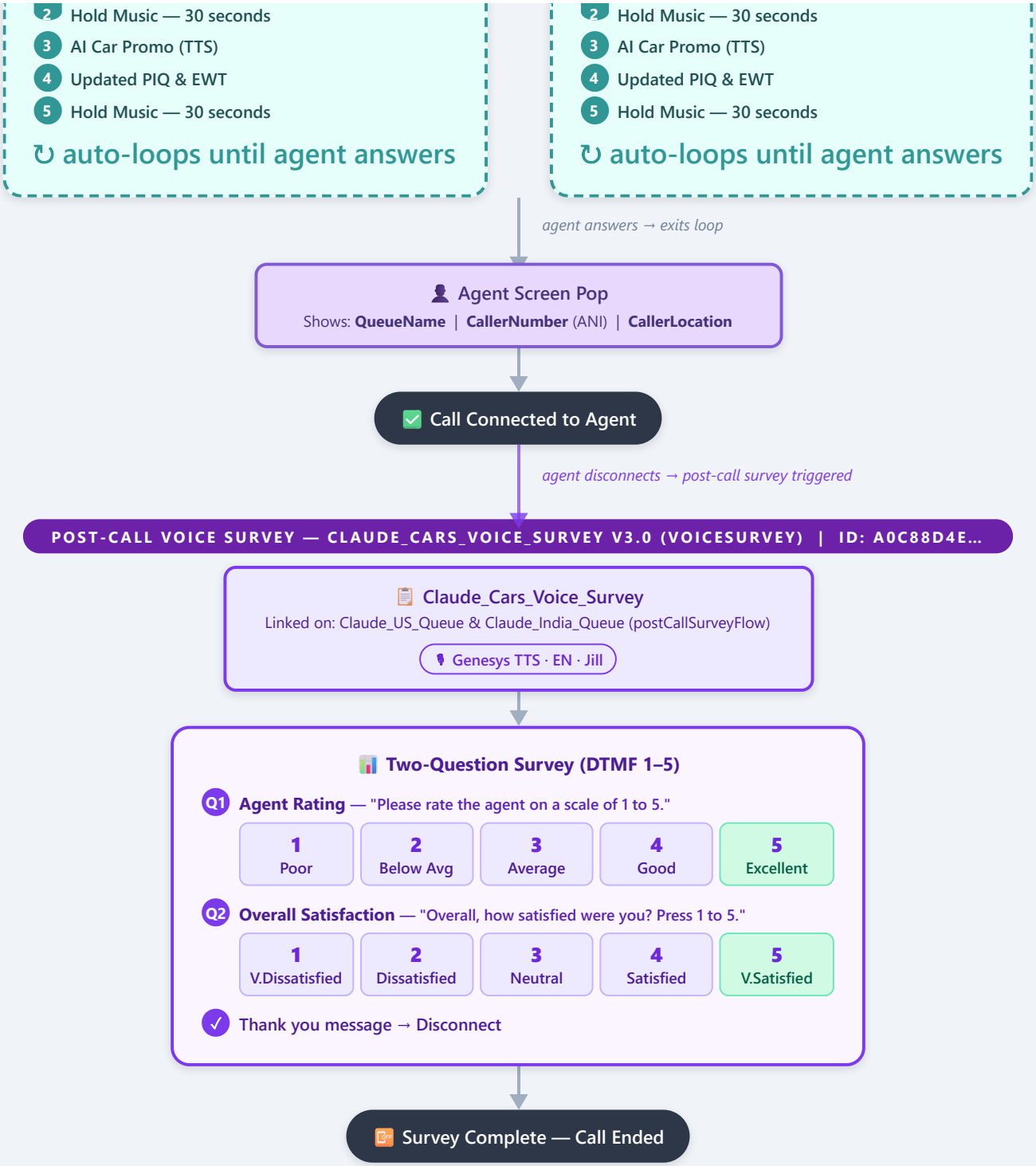
OPEN path continues ↓

Upfront Message Check

DataTable Lookup

Table: **VJ_claudeDatatable** | Key: **"UPFRONT MESSAGING"**


If Active = TRUE
→ Play supervisor broadcast (TTS)
Text from Flow.UpfrontMessage variable
If Active = FALSE / Not Found / Error
→ Skip to Language Menu
Supervisors set Active=true and update Message in VJ_claudeDatatable to enable broadcast
Language Menu
Menu
"Welcome to Claude Cars. Para Español oprima 2."
Genesys TTS · EN · Jill
Genesys TTS · ES · Isabel
digit_1 / default
default
digit_2
US English Dept Menu
Menu
1-Sales | 2-Services | 3-New Models
ES Spanish Dept Menu
Menu
1-Ventas | 2-Servicios | 3-Nuevos Modelos
Any selection → Geographic Routing
Geographic Routing
ANI starts +1 (or default)
ANI starts +91
Set Agent Script (US)
QueueName: Claude_US_Queue
CallerNumber: Call.Ani
CallerLocation: United States
Set Agent Script (India)
QueueName: Claude_India_Queue
CallerNumber: Call.Ani
CallerLocation: India
Transfer to ACD
Claude_US_Queue
+ Voice Survey linked
Transfer to ACD
Claude_India_Queue
+ Voice Survey linked
caller enters queue
caller enters queue
QUEUE
QUEUE
Claude_US_Queue
id: ed1d516d...
Claude_India_Queue
id: 13f15c0b...
in-queue experience
in-queue experience
INQUEUE FLOW (INQUEUECALL)
INQUEUE FLOW (INQUEUECALL)
Claude_US_InQueue
id: 694b8665... | v1.0
Claude_India_InQueue
id: 6d3d47e5... | v1.0
In-Queue Task Loop
1
Play PIQ & EWT announcement
In-Queue Task Loop
1
Play PIQ & EWT announcement



All flows published in **Claude_Exploration_Vijay** division | Region: prod-us-west-2 | Organization: Waterfield

Claude_cars32 v15.0 (2026-02-25) | Voice Survey v3.0 | InQueue v1.0 | Schedule Group: Claude_Cars_Schedule_Group | Emergency Group: Claude_Cars_Emergency