Advanced Call Flow Architecture
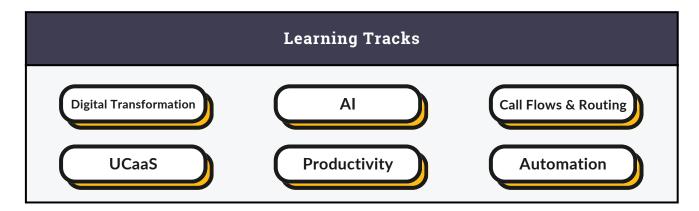
OUTPUT WORKSHOP

✉ **hello@output.training**
📞 **(844) 3OUTPUT**

Course Description

This course teaches a structured approach to architecting advanced phone system call flows for complex business requirements. Participants learn how to translate caller intents into clean routing logic, select and combine routing strategies, document flows with clear visual standards, and build in fail-safes. We cover IVR call menu design, multi-queue strategies, skills-based and data-directed routing, unique shift routing, and where to layer in new forefront technologies like AI for intent, sentiment, and proactive service.

Learning Tracks

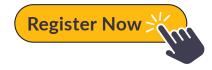|		
Digital Transformation	AI	Call Flows & Routing
UCaaS	Productivity	Automation

Why This Course Matters

- Well-designed flows cut transfers, speed up first-call resolution, and reduce abandonment by getting callers to the right resource fast.

- Recognizing and building a portfolio of routing patterns lets you tailor CX for each scenario unique for your business.

- Adding AI for speech, intent, and sentiment boosts personalization and efficiency while lowering overall call handle times.

Who Should Attend

Register Now

IT administrators	Department managers	Business analysts	Project managers & coordinators

COURSE SYLLABUS

Course Overview

Design, document, and optimize multi-layer call flows that speed resolution, reduce transfers, and uniquely prioritize customers in your line of business.

What You'll Learn

1 Requirements discovery and caller journey mapping

2 AI and automation layers

3 Advanced call routing & IVR strategies

4 Queue and ring-strategy design

5 Visual flow documentation

Syllabus

1. Foundations: Call Flows & Advanced Routing

2. Requirements Solutioning & Optimal CX Mapping

3. Routing Strategy Toolbox

4. IVR Architecture Patterns

5. Queues, Hunt/Ring Groups, & Overflow

6. AI & Automation Assisted Flows

7. Resilience, After-Hours, & Emergency Design

8. Visual Design, Documentation Standards, & Playbooks

Register Now

Check out our other courses at:

https://Output.Training