Composer Help

Set Call Result Block

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Contents

The Set Call Result block allows the application to indicate the end of a call. You can specify the reason, results and notes corresponding to the call result. In addition to tagging calls for Voice Application Reporting (VAR), you can also use this block for Service Quality Analysis (SQA) call status (success, failure) reporting. For information on SQA, see Genesys Voice Platform 8.1 Deployment Guide and Genesys Voice Platform 8.1 User's Guide.

The Set Call Result block has the following properties:

The Set Call Result block has no page exceptions.

Name Property

Find this property's details under Common Properties.

Block Notes Property

Can be used for both callflow and workflow blocks to add comments.

Notes Property

The Notes property allows you to enter text (up to 4 KB of data) associated with the end of a call. Since Composer generates <log> labels for the Reporting blocks, text entered here can appear on voice application reports as described in the Genesys Voice Platform 8.1 User's Guide. See Provisioning GVP.

To enter notes:

1. Click the Notes row in the block's property table.
2. Click the ▦ button to open the Notes dialog box.
3. Type text notes as needed and click OK.

Reason Property

The Reason property allows you to enter text for a reason for ending the call (maximum length of 256 characters).

To enter reason text:

1. Click the Reason row in the block's property table.
2. Click the dropdown arrow and select the variable that contains the reason text.

Result Property

The Result property contains the result of the call that was just ended.

To assign a value to the Result property:

1. Select the Result row in the block's property table.

2. In the Value field, select one of the following from the drop-down list:

UNKNOWN

SUCCESS

FAILED

UNKNOWN

The call had an unknown result.

SUCCESS

The call completed successfully.

FAILED

The call did not complete successfully (failed).

This property can be used for reporting both VAR metrics and SQA services as described above. Refer to Genesys Voice Portal documentation for information usage of this field for VAR (<log> label com.genesyslab.var.CallResult) and SQA (<log>label com.genesyslab.quality.failure).

Notes:

- Composer will not log SUCCESS and UNKNOWN call results, already available for VAR, to SQA.

- MCP will still log a call as a failure if it fails to meet one of the thresholds, even if the application never explicitly calls the <log> tag to indicate SQA failure.

Condition Property

Find this property's details under CommonPropertiesforCallflowBlocks or CommonPropertiesforWorkflowBlocks.

Logging Details Property

Find this property's details under CommonPropertiesforCallflowBlocks or CommonPropertiesforWorkflowBlocks.

Log Level Property

Find this property's details under CommonPropertiesforCallflowBlocks or CommonPropertiesforWorkflowBlocks.

Enable Status Property

Find this property's details under CommonPropertiesforCallflowBlocks or CommonPropertiesforWorkflowBlocks.