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Genesys Designer Help

Applications

Applications

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Click **Applications** in the navigation bar to manage your applications. The Applications page enables you to add a new application, clone an application, or delete an application. You can also create tags to better organize your applications.

When your application is ready, you can assign a phone number and enable your application to receive calls.

Creating an Application

You can create an application by clicking **Add Application**. In the **Creating new application** pop-up window, enter a name in the **Name** field. Depending on your configuration, you might be able to choose an application type in the **Type** field. The following types are available:

- **Default** - Choose this option to create an Orchestration application. This type of application can have **Self Service** and **Assisted Service** phases, in addition to the **Initialize** and **Finalize** phases. This type supports Voice calls only .
- **Digital** - Choose this option to create an application that can process multichannel digital interactions (no voice).
- **Callback** - Choose this option to create an application that is only used for outbound callback calls. See the [Callback blocks](#) page for more information.
- **IVR** - Choose this option to create a VoiceXML-only application that can use future functionality that will only be available to this application type, such as Cisco ICM support. This type of application is similar to **Default**, but it does not have an **Assisted Service** phase and cannot specify any call-routing logic. In addition, the following blocks are not available in **IVR** type applications:
 - [Route Call](#)
 - [Statistic](#)
 - [Transaction List](#)
 - [Query VQs](#)

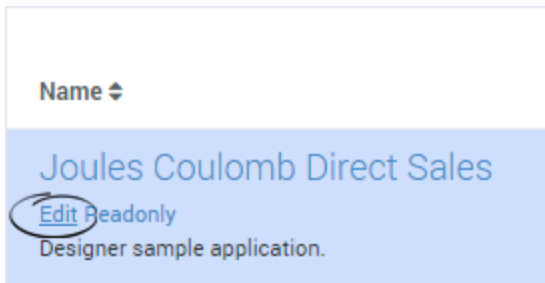
Important

You cannot assign a phone number to **IVR** type applications.

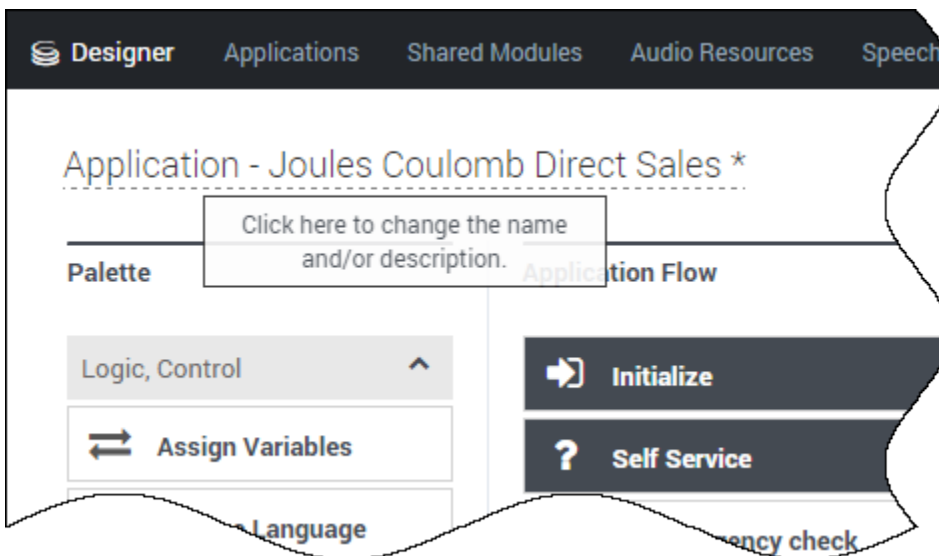
Changing Application Properties

Rename an Application

In the Applications list, hover over an application name and click **Edit**.



Alternately, you can also edit the application name and description by clicking the application name when it is open for editing. Hovering over the name shows you the current description.



Last application snapshot

Important

This feature is only available in Designer versions 8.5.202.82 and later.

When applications are published, Designer compiles them into executable code and creates a unique "snapshot" for each application. The snapshot preserves the executable code for an application as it was at the time the snapshot was taken.

Important

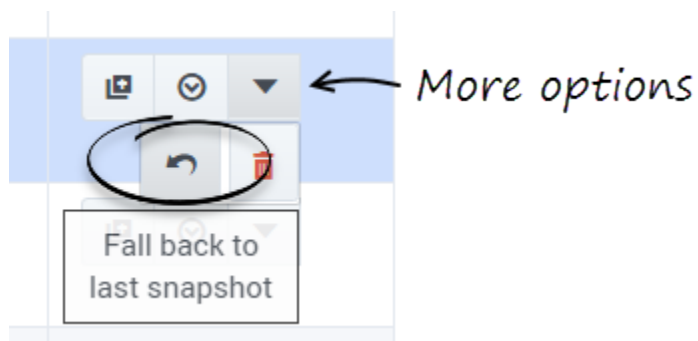
Changes to associated resources (such as audio, data tables, and business controls) don't require the application to be published again, so they do not affect the snapshot.

After an upgrade, Designer uses the last snapshot of an application to minimize the amount of changes introduced to the environment as part of the upgrade.

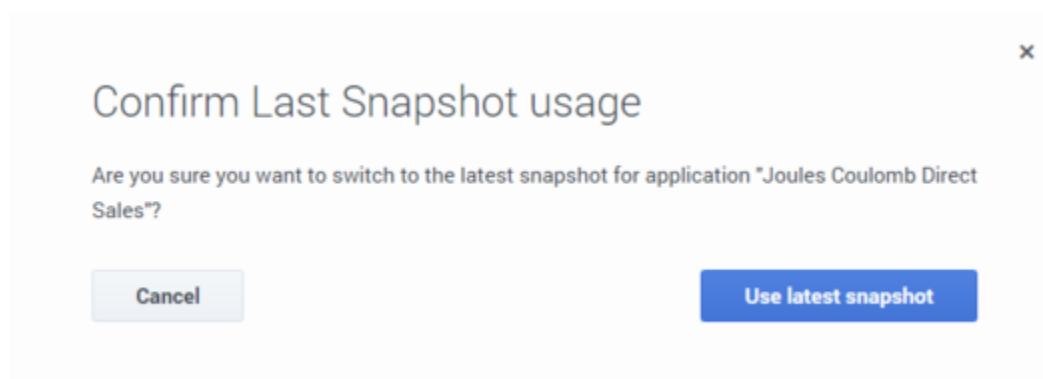
Designer continues to use the last application snapshot until the application is manually published again, at which point Designer deactivates the snapshot and then compiles and activates the new executable code.

The snapshot is retained and stored as part of the application properties. If there are issues with the newly published application, you can reactivate the snapshot by using the **Fall back to last snapshot** option, which allows you to restore live traffic handling while troubleshooting the problem.


To do this, select **Fall back to last snapshot** from the **Actions** column (you might have to select **More Options** to see this option):



Confirm that Designer should use the last application snapshot:



If an application is running the last snapshot, a camera icon appears in the **Snapshot** column:

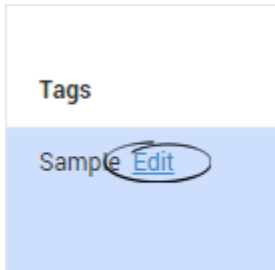
Name ↕	Snapshot ↕	Type
Joules Coulomb Direct Sales Designer sample application.		Default

Running last snapshot

Tag an Application

You can assign a tag to multiple applications so they can be collected into groups and be searched.

Hover over the **Tags** column for an application and click **Edit**.

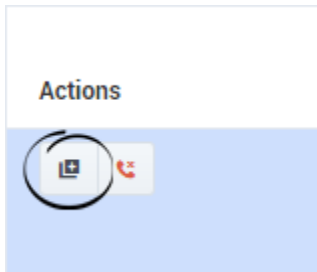


To delete a tag that is longer than the column width, position the cursor after the tag and use the backspace key to delete it.

Clone an Application

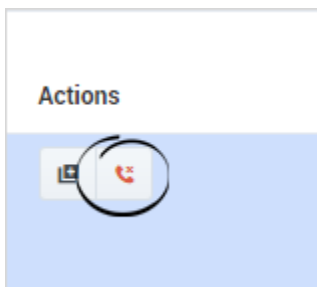
You can clone (copy) an application. This is useful if you want to test changes but you do not want to disrupt routing strategies that use the existing application.

In the **Actions** column, click the **Clone** icon.



Disconnect Phone Number(s)

To disconnect all phone numbers from an application, click the **Disconnect Phone Number(s)** icon. Once disconnected, the numbers can be assigned to other applications.



If you want to disconnect specific numbers from an application, click **Manage** and deselect the numbers to disconnect.

Managing Application Settings

Click **Settings** in an application to access its settings.

General Tab

- **Application Reporting Title** - Specify the name of this application that will be used in reporting.
- **Application Version** - Specify a version number for this application.
- **Stage** - Select an application stage. If **resource caching** is enabled, the application stage also manages how often cached resources are checked for updates. By default, applications are in the **Live** stage.

Audio Tab

- **Audio Resource Collection** - Select the Audio Collection that this application will use. See the **Media Resources** page for more information.

Reporting Tab

- **Milestone Path Prefix** - Specify a prefix to use with this application's **milestone** paths.

DTMF Options

This tab enables you to set global DTMF commands for your application. These DTMF keys can be used at any time within the application to trigger a specified action.

A common use case for this feature is a global command for the DTMF key **0** that routes the caller directly to an agent. In this example, you can set **0** as a global DTMF command that routes directly to the **Assisted Service** phase. In your application, you can add a **Play Message block** to announce that callers can press **0** at any time to speak to an agent.

Selecting **Enable Global Commands** enables global DTMF commands for the application.

To set a global DTMF command, select the drop-down menu beside the corresponding DTMF key that you want to use. In the drop-down menu, select a target block or phase for the DTMF key. Click **OK** when you are done setting global DTMF commands.

Global DTMF commands can target the **Self Service**, **Assisted Service**, or **Finalize** phase, or any block within the **Self Service** phase.

Important

- If the same DTMF key is also used by a block within your application, Designer first processes the command in the block.
- You can also use global DTMF commands with **Self Service** type **shared modules**.

Speech Recognition Tab

Configure settings for speech recognition (ASR). See the [User Input block](#) page for more information.

Global Retry Tab

Configure global settings for menu retries. See the [Menu block](#) page for more information.

Caching Tab

Resource caching can improve overall system performance, but it can also cause a delay in how long it takes for changes in Designer to take effect (changes to Data Tables and Business Controls take effect immediately).

In most cases, it is best to leave **Use workspace cache settings** selected (it is already selected by default), as each application stage has optimized settings for how often a resource is checked. But you can disable it if you want the application to regularly check the cached resources for updates, and enter your own values for each resource.

The following resources are cached:

- Media Resources
- Speech Grammars

Important

Default values are set by Genesys for optimal performance. Although you can change these values, doing so might negatively impact application performance. Contact your Genesys representative for additional information that might apply to your environment.

Misc Tab

Enabling the **Tracing** option enables additional data to be collected while the application runs, which can later be used for debugging.

Important

This option should only be enabled when required, as it impacts application performance.

Assigning a Phone Number or Endpoint

Click **Manage** in the **Phone Number(s)/Endpoint** column to select and assign a phone number to the application. If the application is a digital type, you can use this setting to assign a chat endpoint.

The screenshot shows the Genesys Designer interface with the 'Applications' tab selected. The top navigation bar includes 'Designer', 'Applications', 'Shared Modules', 'Audio Resources', 'Message Resources', 'Speech Grammars', 'Analytics', and 'Business Controls'. The version is 8.5.202.92 and the user is voice_3539_admin. Below the navigation bar are buttons for '+ Add Application' and 'Import Application'. A search bar is also present. The main area displays a table of applications with columns: Name, Snapshot, Type, Stage, Tags, Phone Number(s) / Endpoint, Status, Last updated, Last provisioned, and Actions. The 'Joules Coulomb Direct Sales' application is highlighted, and its 'Phone Number(s) / Endpoint' column shows '64023, 64024' with a 'Manage' button circled.

Name	Snapshot	Type	Stage	Tags	Phone Number(s) / Endpoint	Status	Last updated	Last provisioned	Actions
Joules Coulomb Direct Sales Designer sample application.		Default	Live	Sample	64023, 64024 Manage		02/15/2018	06/14/2016	

Assigning a phone number

- Select the phone number(s) that you want to assign to the application.

Example

AnalyticsBusiness ControlsAdminOperations

×

Manage Phone Number for Application: Joules Coulomb Direct Sales

Q Search×

	Phone Number	Name/Alias	Description
<input type="checkbox"/>	64020	64020	
<input type="checkbox"/>	64021	64021	
<input type="checkbox"/>	64022	64022	
<input checked="" type="checkbox"/>	64023	64023	
<input checked="" type="checkbox"/>	64024	64024	
<input type="checkbox"/>	64025	64025_us-west-1	
<input type="checkbox"/>	64026	64026_us-west-1	
<input type="checkbox"/>	64027	64027_us-west-1	
<input type="checkbox"/>	64028	64028_us-west-1	
<input type="checkbox"/>	64029	64029_us-west-1	
<input type="checkbox"/>	64030	64030_us-west-1	
<input type="checkbox"/>	64031	64031_us-west-1	
<input type="checkbox"/>	64032	64032_us-west-1	

Cancel

OK

Important

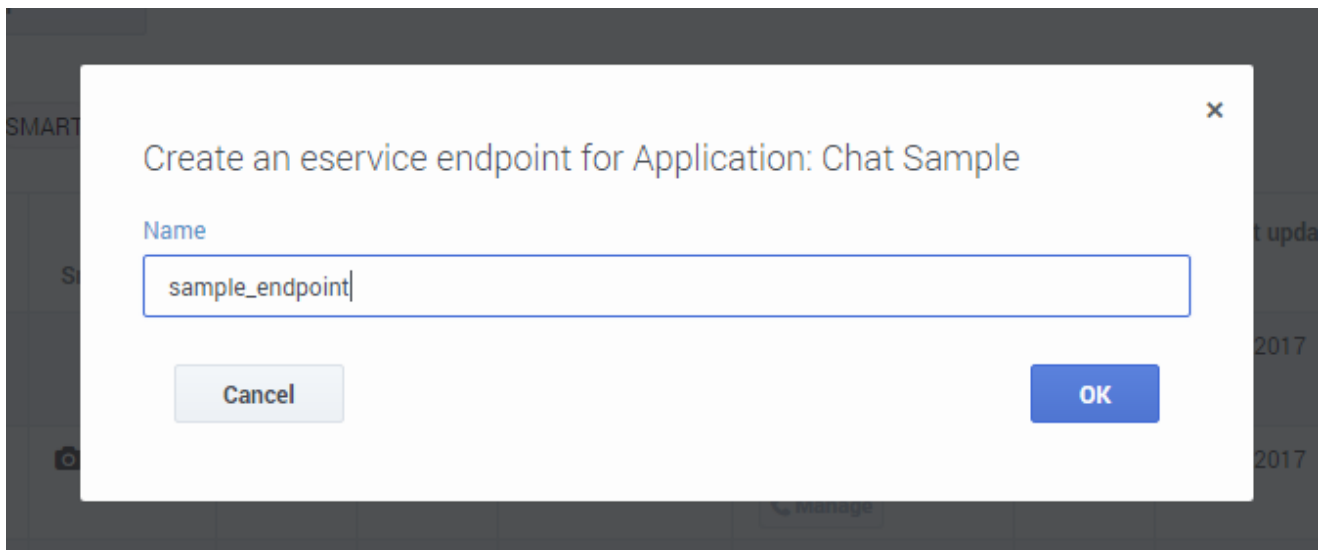
- You cannot assign a phone number to **IVR** type applications.
- You cannot assign a phone number to an application that has not been published at least once.
- You might see a warning symbol beside a phone number that is assigned to your application. This warning symbol could indicate:
 - The phone number was not assigned by using Designer.
 - The application was updated but the changes were not published.

This warning symbol indicates there could be a problem with the phone number - it does not indicate whether the phone number is functional. You can ignore the warning if you are certain the phone number is functional. If you are not sure whether the phone number is functional, contact your Genesys representative.

Assigning a chat endpoint to a digital application

- Enter a name that is unique across all applications.
- The name should indicate the origination point of the chat (for example, *sales_page* or *mortgage_division*).
- Use alphanumeric characters only. Avoid using spaces or special characters (underscores are okay).

Example



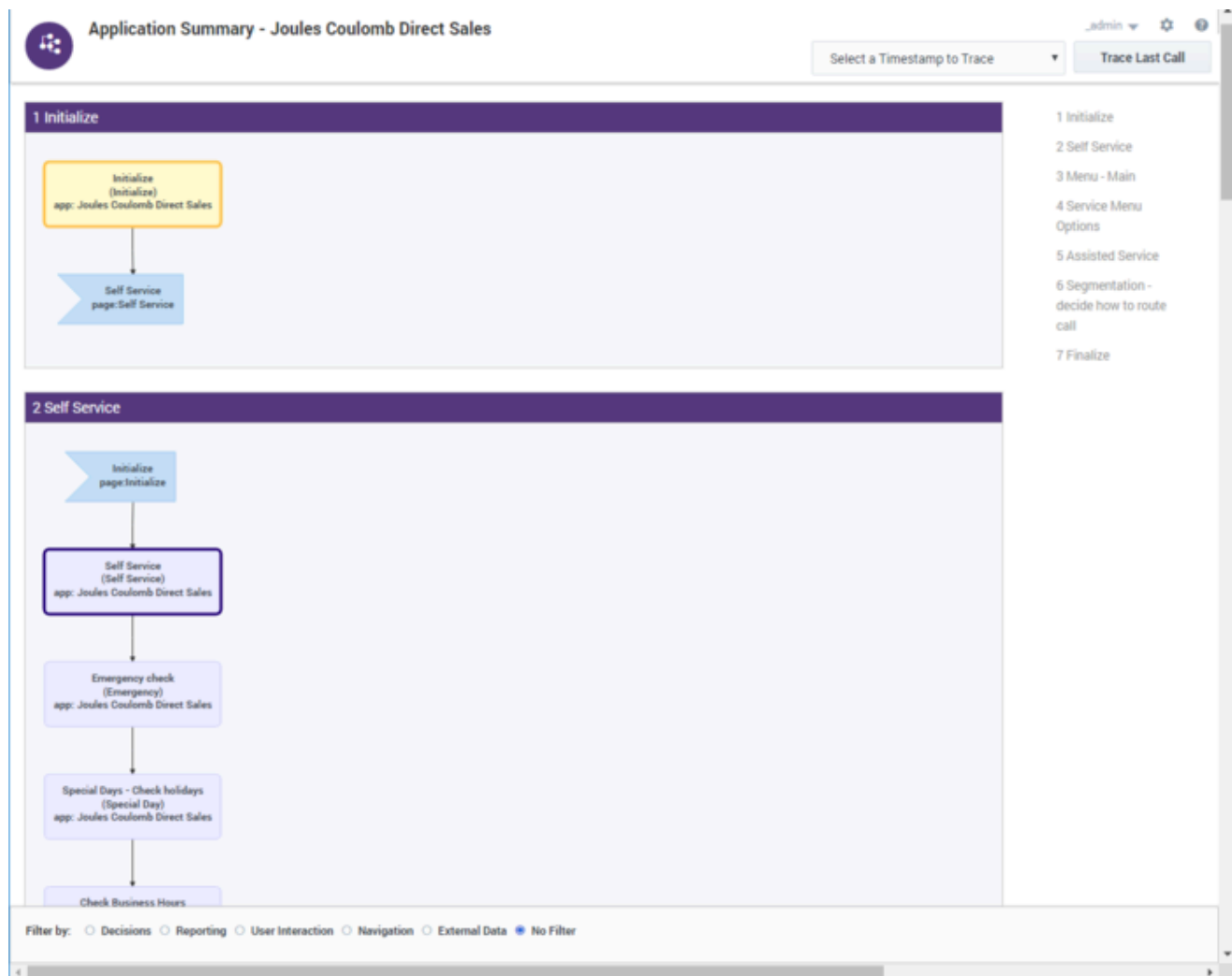
Enabling Your Application

After you have assigned a phone number to your application, you can enable it by clicking the switch icon in the **Status** column. The switch icon turns green when the application is enabled.

Viewing the application summary

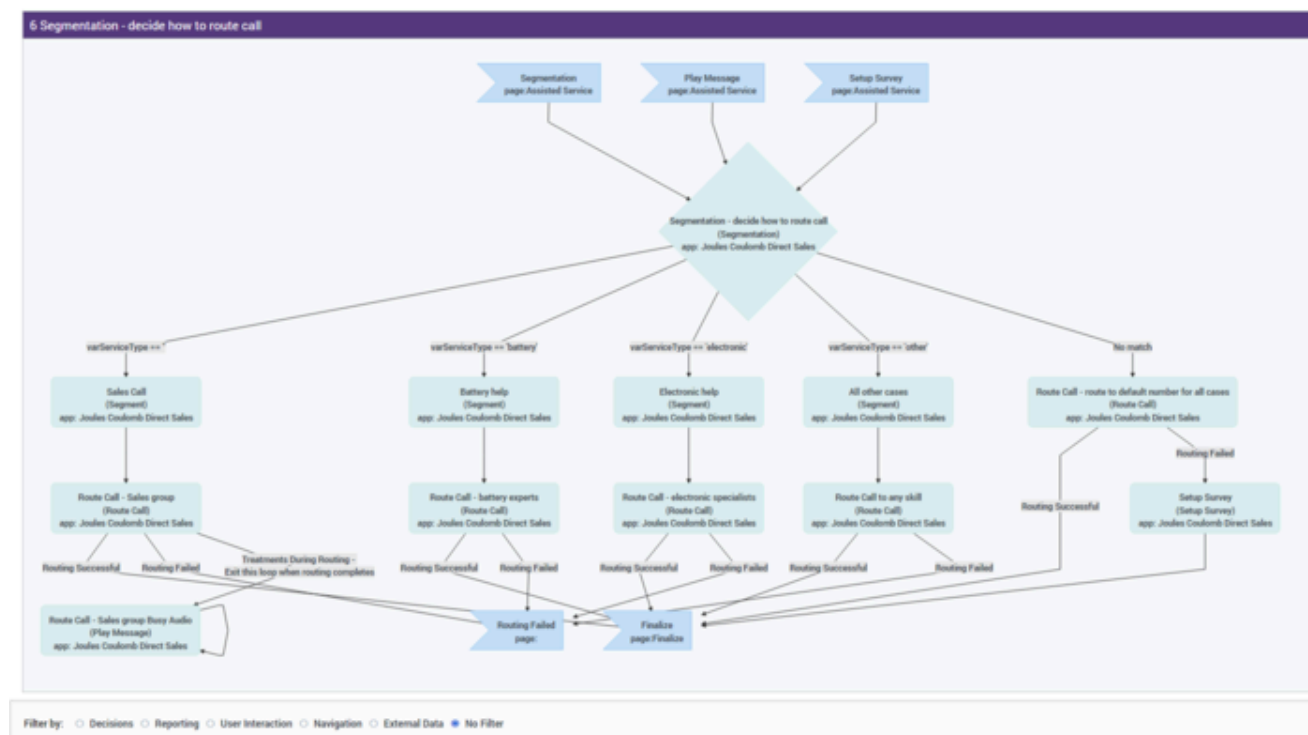
When an application is displayed the flow section, you can use **Views > Summary** to generate a visualization of the application.

The resulting diagram is similar to a hierarchical flow-chart, with each node representing a block in the application flow:



The application summary view shows all the possible paths that an interaction can take through the application. The diagram is divided into sections for each application phase, and for nodes that need to be expanded into their own sections due to their size or complexity.

For example, this section shows a **Segmentation** node:



Filtering

Use the **Filter by** options to focus on specific details. You can choose to filter the diagram by **Decisions**, **Reporting**, **User Interaction**, **Navigation**, or **External Data**.

Select **No Filter** to clear any selected filtering options.

Session playback

You can use **Select a Timestamp to Trace** to select and display the path that a specific session took through the application, or click **Trace Last Call** to load the path of the last session that was processed.

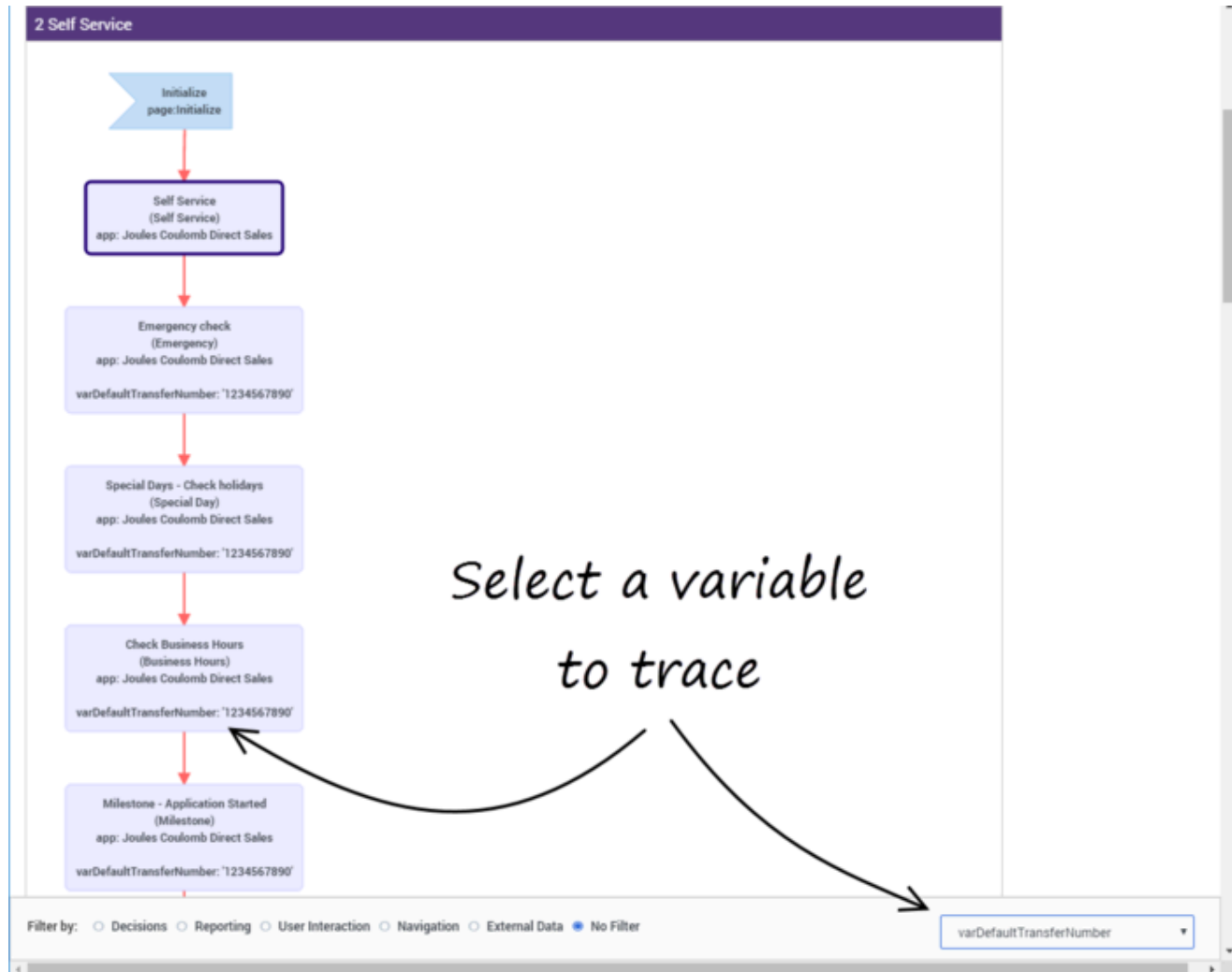
The path that the session took is indicated by red flashing connecting lines and highlighted nodes:

[Des apps summary trace.gif](#)

Click **Reset** to clear the playback details for the selected session.

Variable tracing

Likewise, you can also select a specific variable to trace:



This lets you track a variable as it moves and changes through the various nodes, which can be useful for discovering and resolving potential trouble spots.