Genesys Designer Help

Logic and Control Blocks

5/9/2025

Contents

Logic and Control Blocks

The blocks in this category are used to add *logic* functions to an application, such as to assign variables, change the language (usually based on the caller's preference), and to provide *control* mechanisms within an application, such as to transition to another block, direct the application to follow a certain path, or end the call.

You might not see all of the blocks listed here on your Palette. The blocks shown depend on the features that are enabled and the type of application that is being built. For example, the **Terminate** block is only available for Digital application types.
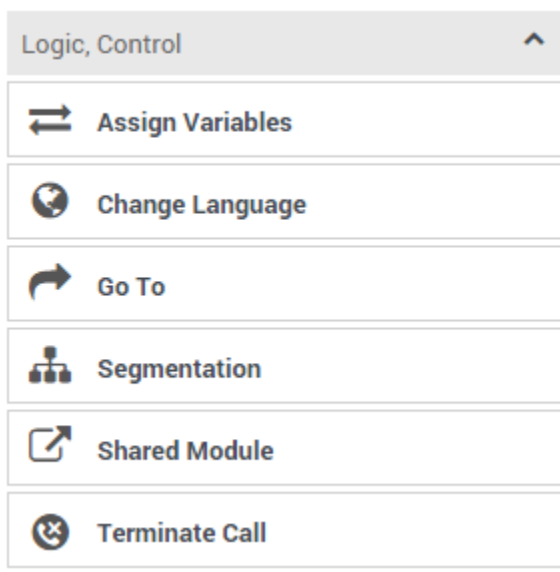
Use the links below to learn more about each block.

Assign Variables

Assigns a new value or expression to user variables.

Used in: **Initialize**, **Self Service**, **Assisted Service**, **Finalize**

Change Language

Changes the language of the application and audio resources.

Used in: **Initialize**, **Self Service**, **Assisted Service**, **Finalize**

Go To

Enables transitions to other blocks.

Used in: **Self-Service**, **Assisted Service**

Return

Returns control from the Shared Module to the application or Shared Module that called it.

Used in: **Shared Modules**

Segmentation

Selects a path based on a specific runtime condition.

Used in: **Initialize**, **Self Service**, **Assisted Service**, **Finalize**

Shared Module

Splits larger applications into smaller pieces.

Used in: **Self-Service**, **Assisted Service**

Terminate Call

Disconnects the caller and stops the call.

Used in: **Initialize**, **Self Service**, **Assisted Service**, **Finalize**

Terminate (Digital only)

Ends the chat session.

Used in: **Assisted Service**, **Finalize**