Genesys Designer Help

Milestone Block

5/6/2025

Milestone Block

Contents

You can add the **Milestone** block to **Self Service** or **Assisted Service** phases to mark key moments while the application is running.

Using this Block

> ### Important
> VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a shared module.

Enter the name of the milestone in the **Milestone** field. Optionally, if this block is used in the **Self Service** phase, you can enable the **use variable** check box to use a variable for the milestone name.
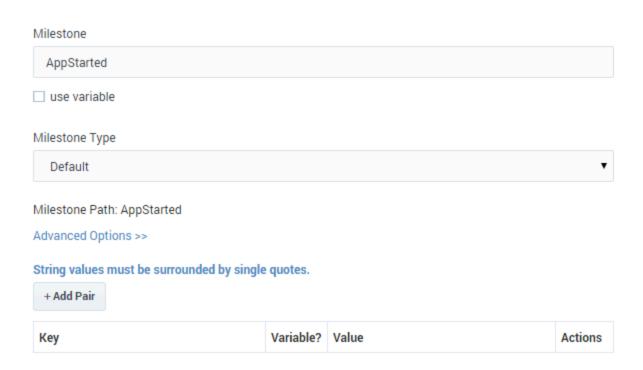
In the **Milestone Type** menu, select **Default**. Only select **Survey** if this **Milestone** block will be used in a survey application (see the Survey section below for more information).

Optionally, enter additional information by clicking **Advanced Options** or **Add Pair**.

Properties - Milestone - Application Started

This block is used to record a milestone in report.

Milestone

AppStarted

☐ use variable

Milestone Type

Default ▼

Milestone Path: AppStarted

Advanced Options >>

String values must be surrounded by single quotes.

+ Add Pair

Key	Variable?	Value	Actions

Important

When entering the payload **Key**, do not use single or double quotes.

Survey
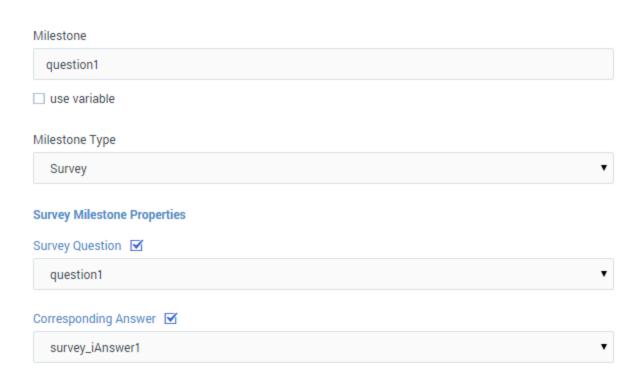
The **Survey** type is reserved for survey applications.

Once you select **Survey**, the **Survey Milestone Properties** section appears. Configure the following:

- **Survey Question** - Select the variable that stored the survey question.
- **Corresponding Answer** - Select the variable that stored the survey answer.

Properties - Q1 - Report

This block is used to record a milestone in reports including surveys.

Milestone

question1

☐ use variable

Milestone Type

Survey ▾

Survey Milestone Properties

Survey Question ☑

question1 ▾

Corresponding Answer ☑

survey_iAnswer1 ▾

Important

You can disable the check boxes if you would prefer to not use a variable for **Survey Question** and **Corresponding Answer**. However, Genesys recommends that you use variables for consistency and ease of use.