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Genesys Designer Quick Start Guide

Saying "Hello"

12/17/2025

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Saying "Hello"

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This example will help you to create an application that says "Hello" to callers.

Create a new application

Designer

Applications

Shared Modules

Audio Resources

Speech Grammars

Analytics

Business Controls

Version: 8.5.202.71

designer_developer

+ Add Application

Import Application

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Quick Filters

Saurabh

SMART-M1

Name	Type	Stage	Tags	Phone Number(s) / Endpoint	Status	Last updated	Last provisioned	Actions
GIR Test	Default	Develop		Unassigned Manage		Yesterday at 4:58 PM		
Chat Test	Digital	Develop	Saurabh	Unassigned Manage		08/11/2017		
Kenzie Test	IVR	Develop				08/08/2017		
Vini Test	Default	Develop		9744 Manage		08/04/2017		
Tober_Gram Test	Default	Develop		8150 Manage		07/27/2017	07/27/2017	
SMART M1	Default	Develop	SMART	Unassigned Manage		07/27/2017	05/04/2017	
Saurabh	Default	Develop		8250, 8017 Manage		07/20/2017	07/20/2017	
GetTbIs2a	IVR	Develop				06/14/2017		

Go to **Applications** and click **Add Application**.

For the **Name**, enter Routing. Then click **Create and Open**.

For this example, we can just keep the default settings. Click **Please Review All Settings and Click Here to Continue**.

Saying "Hello"

The new application is created and opened for editing. You should now see the **Palette**, **Application Flow**, and **Properties** areas.

Now we can start adding some blocks to direct the application and instruct it on how to execute.

Add a Play Message block

[Link to video](#)

We want our application to play a simple greeting of "Hello" to a caller, so we'll add a **Play Message** block to the Application Flow.

Drag the **Play Message** block from the **Palette** and drop it under the **Self Service** bar. This adds the block to the **Self Service** phase of your application.

Next, configure the **Play Message** block and specify which message it is to play. Click the **Play Message** block you just dropped into your application to open the block properties to the right.

For this example, you can create a TTS (Text-to-Speech) prompt. Click **Add Prompt** to create a prompt. A table appears with options to configure your prompt:

- **Type** — Select **TTS**.
- **Value** — Enter Hello.
- **Play as** — Select **text**.

Publish and test

[Link to video](#)

Now you can publish and save your application. Click **Publish** in the Toolbar.

Designer will analyze your application for errors and save your changes. When it is done, the message **Application published successfully** appears above the **Publish** button.

Click **Applications** in the Navigation Bar to return to the applications list.

Next, you must assign a phone number to your application so you can call and test it. In the **Phone Number(s)** column, click **Manage**.

In the pop-up window, select a phone number.

Saying "Hello"

You're almost done. Click the slider in the **Status** column to enable your application so it can receive calls.

You can now call your application and hear it say, "Hello."

Go to the next phase — [Adding a Menu](#).