

# **GENESYS**

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## Genesys Designer Quick Start Guide

**Using Variables** 

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## Using Variables

- Say "Hello"
- Add menu
- Retries
- Audio

Variables are a powerful tool to automate some settings in your application to accept an array of values. In this example, you will define a variable to dynamically tell callers to whom they will be transferred.

#### Create a User Variable

# Properties - Initialize This block or phase is typically used to setup variables for the application and initialize them. Assign blocks can be used to calculate expressions and assign their results to variables in this phase.



Specify User Variables. String values must be surrounded by single quotes.





Click the **Initialize** phase to see its properties. In the **User Variables** tab, click **Add Variable** to add a variable TRANSFER\_DEST with a value of 'the receptionist'.

#### Tip

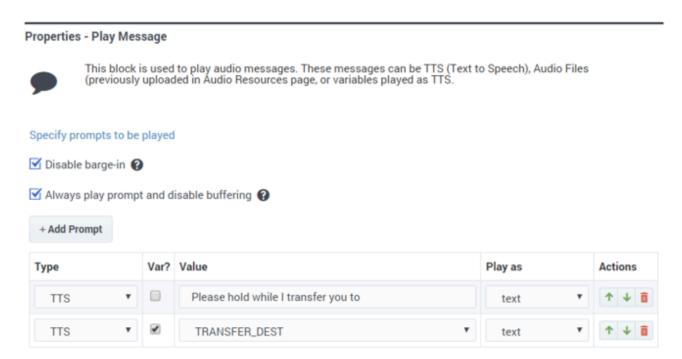
String values, such as the one used in this example, must use single quotation marks.

#### Apply the User Variable

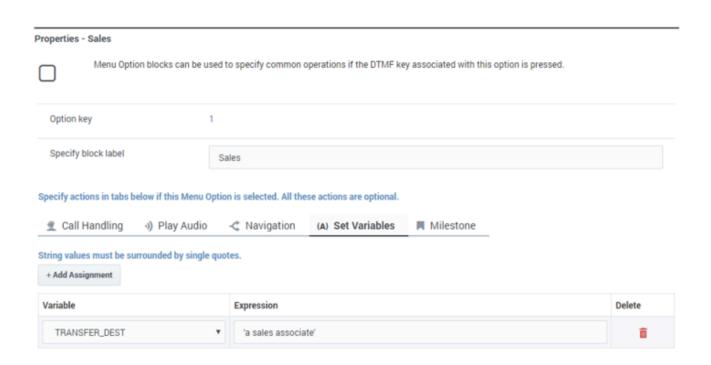
Now that you have a variable, you can use it to tell callers to whom they will be transferred after they select a menu option.

Drag a new **Play Message** block from the **Palette** and drop it in the **Assisted Service** phase. Select the **Play Message** block to edit its properties. Click **Add Prompt** and add a TTS following prompt with the following value: Please hold while I transfer you to.

To use the variable that you created earlier, click **Add Prompt** and add another TTS prompt, but this time enable the **Variable?** check box and select the **TRANSFER\_DEST** variable.



Select the **Sales** block and click **Set Variables**. Click **Add Assignment** and select the **TRANSFER\_DEST** variable. In the **Expression** field, enter 'a Sales associate'.



Repeat this step for the **Customer Service** and **Make a Payment** blocks, replacing the **Expression** value with 'Customer Service' and 'Payment Processing', respectively.

#### Publish and Test

Click **Publish** to publish your application and save your changes.

Call your application to hear it say "Hello" and offer you the three menu options that you configured earlier.

Select any menu option and it will use the variable and prompts that you configured in this exercise.

**Go to the next phase** — Enabling retries.