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Genesys Designer Help

Activity Block

Activity Block

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You can add the **Activity** block to Self Service or Assisted Service phases to start or stop activity in a report. You can also nest activities to provide additional details.

Do not use **Activity** blocks for modules, as Designer reports module activity automatically.

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**.

Start tab

Click **Start** to indicate this block is the start of the activity.

Enter the name of the activity (IVR Action) in the **Activity** field. Optionally, you can select a parent activity by clicking the **Parent Activity** drop-down menu.

Click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

The screenshot displays the Genesys Designer interface. On the left, the 'Application Flow' pane shows a list of activities: 'Main - nearest supercharger st...', 'Activity - lookup started' (selected), 'User Input - collect zip code', 'HTTP REST - lookup nearest ...', 'Play back station location', 'Activity - Lookup done', and 'Terminate Call'. Below this list is the 'Assisted Service' tab. On the right, the 'Properties - Activity - lookup started' pane is visible. It contains a description: 'This block is used to start or stop an activity in report.' Below this are 'Start' and 'Stop' buttons. The 'Activity' field is set to 'SuperCharger Lookup'. The 'Parent Activity' field is set to '-- choose a parent activity --'. There is a '+ Add Pair' button and a table with columns 'Key', 'Variable?', 'Value', and 'Actions'.

Key	Variable?	Value	Actions
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Stop Tab

Click **Stop** to indicate this block is the end of the activity.

Enter information in the following fields: **Call Result**, **Call Result Reason**, and **Call Result Notes**.

Next, click **Add Pair** to include data, values, or variables to store in the metric data of the activity.

Application Flow

Undo Redo

Main - nearest supercharger st...

Activity - lookup started

User Input - collect zip code

HTTP REST - lookup nearest ...

Play back station location

Activity - Lookup done

Terminate Call

Assisted Service

Call Data

Segmentation - decide how to rou...

Sales Call

Route Call - Sales group

Battery help

Properties - Activity - Lookup done



This block is used to start or stop an activity in report.

Start Stop

Activity

SuperCharger Lookup

Call Result

UNKNOWN

Call Result Reason

Call Result Notes

+ Add Pair

Key	Variable?	Value	Actions
varCallerZipCode	<input checked="" type="checkbox"/>	varCallerZipCode	