Genesys Designer Help

Activity Block

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Activity Block

Contents

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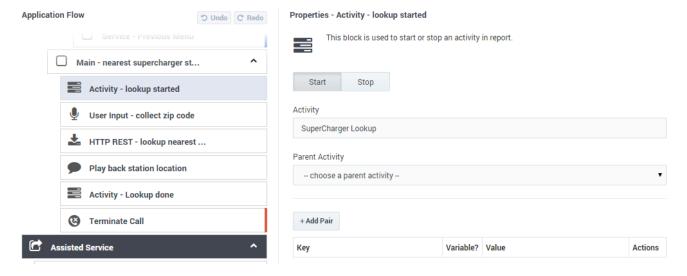
> ### Important
> VAR action IDs are stripped of spaces and pipe characters (|). This includes implicit actions that are generated when a caller enters a shared module.

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.

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.

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