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Genesys Designer Help

Custom Service Block

Custom Service Block

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You can use the **Custom Service** block to access a custom service that was created by Genesys for your company.

You can provide input to the service. The resulting variable from the block is true if the service request is successful, otherwise the result is false. This result is available for use in later blocks.

Service Details tab

Select the service name and action to use in this **Custom Service** block.

Select **Disable DTMF buffering** if you want to prevent any DTMF inputs made during fetch audio playback from being buffered and carried forward into subsequent **User Input** or **Menu** blocks.

If you enable the **Play fetch audio** check box, you can specify an audio resource to play to the caller while the custom service is being fetched.

Important

Only Announcements containing audio files are supported. TTS audio will not be played.

- Enable the check box beside the **Play fetch audio** check box to specify a variable.
- In the **Play fetch audio minimum for** field, you can enter the minimum length of time to play the audio, even if the custom service has arrived in the meantime.
- In the **Start fetch audio after** field, you can enter a period of time to wait before audio is played.

Important

In the **Self Service** phase, fetch audio playback stops when the end of the audio file is reached, even if the service request is still in progress. In the **Assisted Service** phase, fetch audio playback loops until the service request times out.

Input Parameters

In the **Input Parameters** tab, specify the input expected by the custom service.

- **Name** - Specify the name of the parameter expected by the custom service.
- **Type** - The type of parameter (variable or literal).
- **Value** - Specify the parameter value to pass to the input.

Output Parameters

In the **Output Parameters** tab, specify how and where to store the results of the custom service.

- **Variable Name** - Select the application variable in which to store the data.
- **JSON Expression** - Specify the key in which you expect the result to be in the response object. See the code sample and table below for an example.

```
{
  "thing": {
    "otherthing": "abc"
  },
  "arrayofthings": [
    "thing1", "thing2"
  ]
}
```

JSON Expression	Result
thing.otherthing	abc
arrayofthings[1]	thing2

Properties - Custom Service



This block executes custom services provided by Designer

Service details Results

Service Name: get ▼

Service Request Timeout: Seconds

☒ Disable DTMF buffering ?

☐ Play fetch audio:

Parameters

☒ Input Parameters ☐ Output Parameters

☐ Key Value pairs

Results tab

Select a variable to store the outcome status (**true** or **false**) of the Custom Service request.

You must also select an action to take if the fetch operation is not successful. You can choose to "Continue with normal processing" or "Execute error handler blocks".

If you select "Execute error handler blocks", an **Error Handler** child block appears under the **Custom Service** block.

Use the **Error Handler** block to send the application to another target block that you select from the **Navigation** tab, or add child blocks that will perform the actual error handling.

Examples

In this example, the **Navigation** tab is used to specify a target block. If there is an error, the application will go to the **Play Message** block and play an error message:

The screenshot shows the 'Application Flow' on the left and the 'Properties - Error Handler' on the right. The 'Application Flow' has a tree view with blocks: Initialize, Self Service, Assisted Service, User Input, Segmentation, Segmentation - decide how to route call, Route Call - route to default number for all cases, Setup Survey, Custom Service, Error Handler, Terminate Call, Play Message - Sorry, an error occurred, and Finalize. The 'Error Handler' block is selected. The 'Properties - Error Handler' panel shows the 'Navigation' tab with 'By Name' selected. The 'Play Message - Sorry, an error occurred' block is listed as the target. A handwritten arrow points from the 'Error Handler' block in the flow to the 'Play Message' block in the properties, with the text 'Error? Go to the specified block'.

Application Flow

Initialize

Self Service

Assisted Service

User Input

Segmentation

Segmentation - decide how to route call

Route Call - route to default number for all cases

Setup Survey

Custom Service

Error Handler

Terminate Call

Play Message - Sorry, an error occurred

Finalize

Properties - Error Handler

This block is used to handle an error condition. Choose a navigation target or use child block(s) to add error handling logic.

Navigation

By Name By Type By Description By Comment

Play Message - Sorry, an error occurred

Play Message - Sorry, an error occurred

Error? Go to the specified block

In this example, a child block is used to invoke a module that will perform the error handling:

The screenshot shows the 'Application Flow' on the left and the 'Properties - My Error Handling Logic' on the right. The 'Application Flow' has a tree view with blocks: Initialize, Self Service, Assisted Service, User Input, Segmentation, Segmentation - decide how to route call, Route Call - route to default number for all cases, Setup Survey, Custom Service, Error Handler, My Error Handling Logic, Terminate Call, and Finalize. The 'My Error Handling Logic' block is selected. The 'Properties - My Error Handling Logic' panel shows the 'Module' tab with 'Shared Modules' selected. The 'some_error_handling_logic' module is selected. A table lists the modules.

Application Flow

Initialize

Self Service

Assisted Service

User Input

Segmentation

Segmentation - decide how to route call

Route Call - route to default number for all cases

Setup Survey

Custom Service

Error Handler

My Error Handling Logic

Terminate Call

Finalize

Properties - My Error Handling Logic

This block can be used to invoke a shared module.

Module

Shared Modules Templates

Select a module:

some_error_handling_logic

	Version	Label	Note	Created
⊕		Latest	Use latest unpublished save.	09/28/2016

Tip

- If you select a target block from the **Navigation** tab, then any child blocks you've added to the **Error Handler** parent block are ignored.
- Standard validation rules still apply — any child blocks that you add to the **Error Handler** block must be valid for the application phase in which they are being used.