GENESYS™

Genesys Designer Help

Emergency Block

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Emergency Block

Contents

You can use the **Emergency** block in the **Initialize**, **Self Service**, or **Assisted Service** phase to implement a conditional emergency option in your application.

You can configure this block to play an emergency message and then optionally terminate the call. This process works only if the emergency mode switch is set to **ON** in either the **Emergency** block or in the Emergency Flags section.

If the switch is set to **OFF**, the block has no effect and it is skipped by the application.

For simple applications, a user typically places this block at the start of the **Self Service** phase. If service is disrupted, the **Emergency** block is easy to locate and enable.

For complex applications that branch into multiple geographic areas, you can place this block in certain segments of a Segmentation block that uses logic to detect branches that are affected by emergency conditions. This allows selective enabling of emergency mode for calls that require services from affected branches. For example, if your company has two offices and one is closed due to an emergency, you can route calls to the other office.

> ### Tip
> Remember to set the emergency mode switch to **OFF** once normal operation resumes.

Using this Block

If you have defined an Emergency Flag, enable the **Use Emergency Flags defined in Business Controls** check box. Otherwise, follow the instructions below.

To start, ensure the emergency mode switch is set to **OFF**. You can set this switch to **ON** in an emergency situation.

Click **Add Emergency Prompt** to add one or more emergency prompts to play to callers when the emergency mode switch is set to **ON**.

Enable the **Terminate the call after playing emergency messages listed below** check box if you want the **Emergency** block to end the call after playing the emergency prompts.

If you want to store the result of the emergency flag in a variable, select a variable from the list.

Properties - Emergency check

This block is used only if its emergency mode is switched on. It can be used to enabled emergency mode in the Self Service phase and optionally jump to the Finalize phase.

☐ Use Emergency Flags defined in Business Controls

🔘 OFF

Emergency mode is OFF

When ON, this block will play any defined prompts and optionally terminate the call. If it is OFF, this block does not play messages or perform any other actions.

☑ Terminate the call after playing emergency messages listed below

Store the result of the emergency flag check in this variable:

-- choose variable -- ▼

If emergency flag is on, this variable is set to true.

+ Add Emergency Prompt

Type	Var?	Value	Play as	Actions
TTS ▼	☐	Hi! Our offices are currently c	text ▼	⬆ ⬇ 🗑
TTS ▼	☐	Our office hours are monday	text ▼	⬆ ⬇ 🗑
TTS ▼	☐	Please call back later. Goodb	text ▼	⬆ ⬇ 🗑

Scenarios

If you want to:

- Enable emergency mode:
  - Open your application.
  - Locate the **Emergency** block.
  - Toggle the emergency mode switch to **ON**.

- Control emergency mode from a web service:

    - Add an HTTP REST block in the **Initialize** phase.

    - Assign relevant output to a variable (for example, `varEmergency = true`).

    - In the **Self Service** phase, add a Segmentation block.

    - Add a condition/branch (`varEmergency == true`).

    - Add an **Emergency** block in this segment.

    - Set the emergency mode switch to **ON** permanently in this block.

    - Specify any emergency prompts.

    - Enable or disable the **Terminate the call after playing emergency messages listed below** check box.

    - Specify a variable to store the result of the emergency flag check.