Genesys Designer Help

Menu Option Block

5/6/2025

Contents

Menu Option Block

Menu Option blocks appear in the **Application Flow** after you enable at least one DTMF key in a Menu block.

> ## Important
>
> When configuring Menu block options, Genesys recommends that you keep the branches of each option independent and use Shared Modules to share any functionality between them (rather than pointing to the child block of another option within the same branch). This improves the efficiency and reliability of your application.
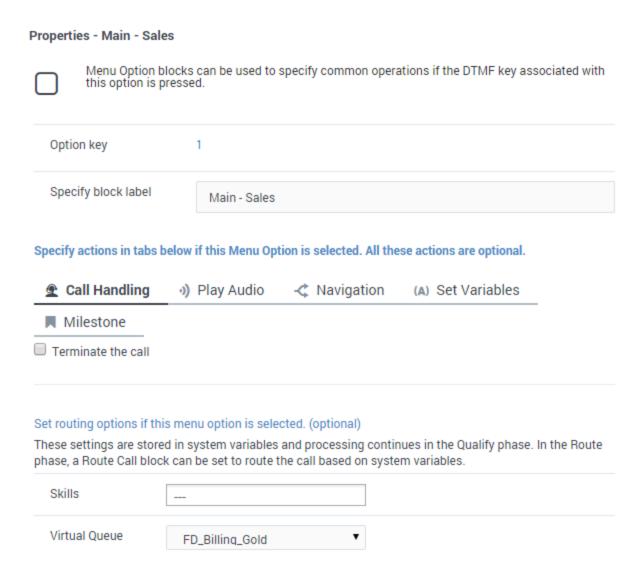
Call Handling tab

Terminate the call

Enable this option to terminate the call if this menu option is selected by the caller.

Optionally, you can choose to route this call if this menu option is selected by the caller. If so, select a Skill and Virtual Queue to which the call will be routed. These selections are stored to the **RoutingSkills** and **RoutingVirtualQueue** system variables, respectively.

> ## Important
>
> If you set these routing options, Designer does not route the call unless a Route Call block is added to the **Assisted Service** phase that routes based on menu options.

Play Audio tab

Disable barge-in

Select this option to prevent callers from interrupting a prompt while it is still playing. For example, you might want a "Welcome" message to play all the way through before the caller can enter another command and skip to the next menu prompt.

If this option is not selected, barge-in is enabled, and the prompt can be interrupted by the caller.

> ### Important
>
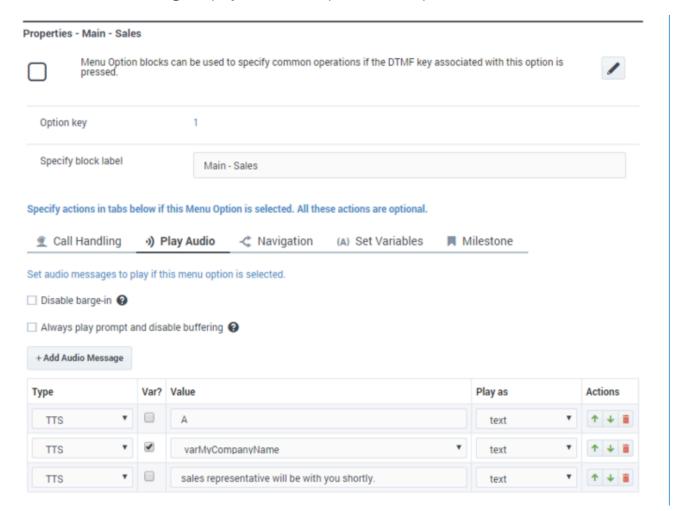> The selected barge-in setting applies irrespective of whether global DTMF commands are used or not.

Always play prompt and disable buffering

Select this option if you want callers to be able to interrupt a prompt while it is playing, but not have those inputs applied to subsequent User Input or Menu block prompts. For example, if this option is enabled and the caller interrupts a "Welcome" message by pressing 3, the input is ignored by the next User Input or Menu prompts.

If this option is not enabled, the input is buffered and applied to the next block accepting input.

Click **Add Audio Message** to play audio if this specific menu option is selected.

Navigation tab

Select where the application proceeds after this menu option is selected by the caller.

> **Tip**
>
> If there are hierarchical menus in your application, it is a good idea to provide callers with an option to go to a previous menu.

Properties - Main - Sales

☐   Menu Option blocks can be used to specify common operations if the DTMF key associated with this option is pressed.

Option key	1

Specify block label	Main - Sales

Specify actions in tabs below if this Menu Option is selected. All these actions are optional.

👤 Call Handling   ◔) Play Audio   ⮌ **Navigation**   (A) Set Variables

🔖 Milestone

Select options to enable going back to a previous menu if this Menu Option is selected.

○ Go to previous menu (played before this Menu block)

○ Go to first level menu in the Self Service Phase

◉ Go to another block

Assisted Service	▼

○ Continue with normal processing. Do not go back to previous Menu blocks.

Set Variables tab

Assign variables to use when this menu option is selected by the caller, without having to add an

Assign Variables block.

Milestone tab

Add a milestone to mark this key moment while the application is running. See the Milestone block page for more information.