

## **GENESYS**

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## Genesys Designer Help

**Survey Blocks** 

## Survey Blocks

These blocks are used to manage surveys offered to callers.



Use the links below to learn more about each block.

## Setup Survey

Sets up a survey for the caller.

Used in: Initialization, Self Service, Assisted Service \*

<sup>\*</sup> Surveys are typically offered during the **Self Service** phase and completed by an accepting caller after they have finished speaking with an agent in the **Assisted Service** phase. But if you have set up your survey to be **Immediate**, the caller can complete the actual survey while still in the **Self Service** phase of the application.