Genesys Designer Help

Terminate Block (Digital)

5/8/2025

Terminate Block (Digital)

You can use the **Terminate** block in a Digital application type to end an interaction.

When used in the **Self Service** or **Assisted Service** phases, everything after the **Terminate** block is skipped and the application moves straight to the **Finalize** phase.

When used in the **Finalize** phase, the application sets the termination flag and moves to the next block.

As a visual aid, the right edge of the **Terminate** block is capped in red to show that the application will stop if and when it reaches this block. This visual aid also applies to any block that might end the call, such as Business Hours or Special Day, when the Terminate option is enabled.