GENESYS™

Genesys Designer Help

User Interaction Blocks

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Contents

User Interaction Blocks

The blocks in this category are used to *interact* with callers in various ways, such as to offer them a list of menu options ("Press 1 to speak with an agent"), collect their information (such as an account number), play them a message, or record their call (or a selected portion of the call).

The blocks shown depend on the features that are enabled and the type of application that is being built. For example, only Digital applications will see blocks related to Chat.

Use the links below to learn more about each block.

Menu

Presents a list of choices to callers.

Used in: **Self Service**

Play Message

Plays audio messages to callers.

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

Record

Starts or stops a call recording.

Used in: **Self Service**

Record Utterance

Records a user's voice or DTMF inputs.

Used in: **Self Service**

User Input

Collects information from callers.

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

Chat Message (Digital only)

Sends a chat message to a contact.

Used in: **Assisted Service**

Chat Transcript (Digital only)

Emails the chat transcript to a contact.

Used in: **Assisted Service**, **Finalize**

Get Chat Transcript (Digital only)

Provides access to the latest chat transcript.

Used in: **Assisted Service**, **Finalize**

Send Email (Digital only)

Sends an email containing a standard-response message to a user.