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Genesys Designer Help

User Interface

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User Interface

Supported browsers

Designer supports the latest versions of the following web browsers:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge
- Apple Safari

Important

Microsoft Internet Explorer (all versions) is not recommended for use with Designer. Using non-recommended browsers with Designer can produce unexpected results.

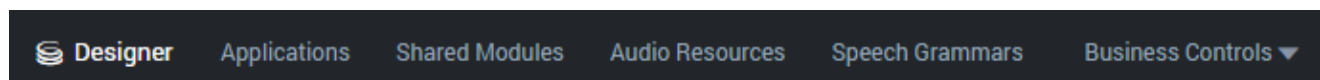
User interface overview

Watch this video to see an overview of the Designer user interface:

[Link to video](#)

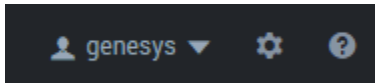
The various elements within the interface are described below.

Navigation bar



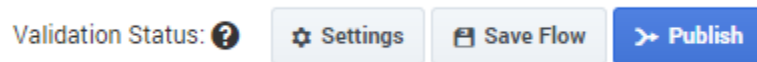
Provides one-click access to [Applications](#), [Shared Modules](#), [Audio Resources](#), [Speech Grammars](#), and [Business Controls](#) objects.

Workspace toolbar



Provides buttons for common actions. Click your user name to log off. Click the settings icon to view or modify the global **Caching** settings for certain resources and to toggle certain **Features**. Click the Help icon to access the Designer Help.

Application toolbar

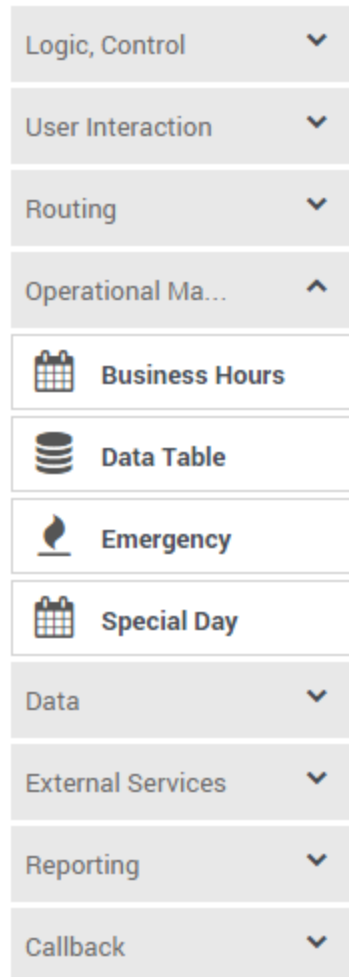


Provides buttons for common actions. Click **Settings** to set global settings for your application. Click **Save Flow** to save and validate your application, or click **Publish** to save and validate your application and prepare it for use by routing engines.

Palette

Provides all available **blocks** that you can use in your application, sorted by functional grouping:

Palette

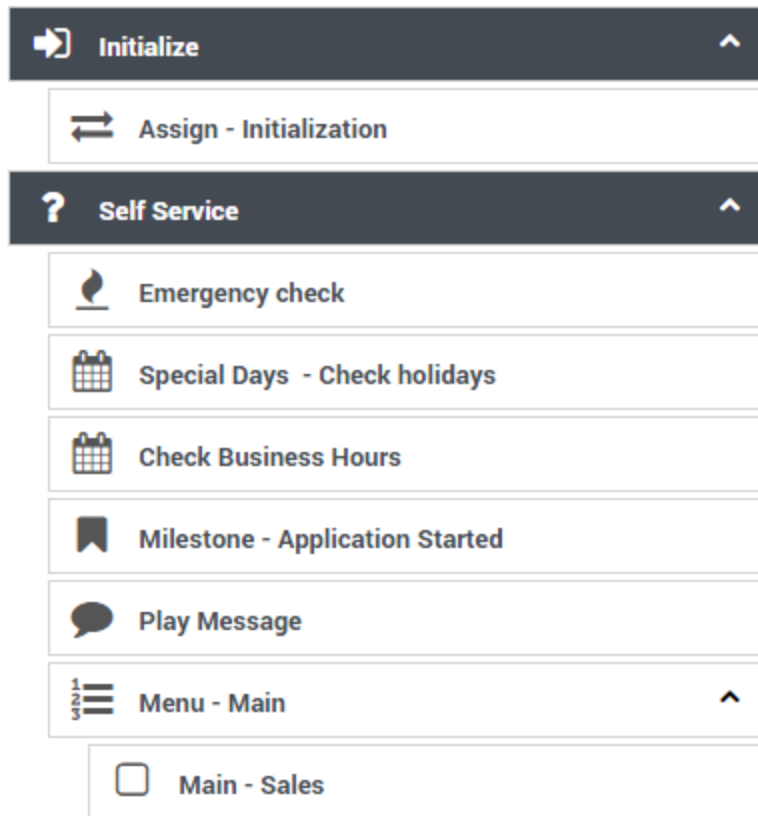


Application flow

Provides the main area to build your application by adding blocks vertically. (See [Build Logic](#) for more information.)

Application Flow

Actions ▾



Help pane

Displays help information for the selected block:

Properties - Menu - Main



This block can be used to speak a list of choices to callers and get their selection. Based on this selection, commonly used actions can be defined in Menu option blocks. To start, select the DTMF keys you would like to use.

Block properties











Displays all properties exposed by a block and provides assistance to set them:

Menu Prompts DTMF Options Retry Prompt Results

Milestone

Specify prompts to play to offer menu selection

+ Add Prompt

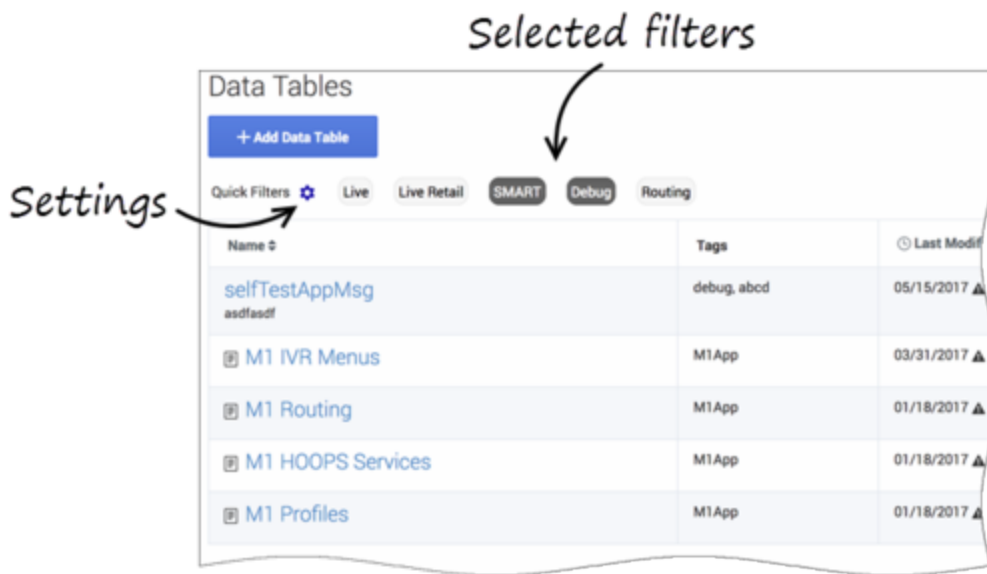
Type	Variable?	Value	Play as	Actions
TTS ▼	<input type="checkbox"/>	Press 1 for sales. 	text ▼	  
TTS ▼	<input type="checkbox"/>	2 for service.	text ▼	  
TTS ▼	<input type="checkbox"/>	3 to check if there are any supi	text ▼	  

Timeout - wait for s before assuming that no input was received.

Quick filters

This toolbar enables you to filter a list of resource items by selecting one or more filters that are associated with tags. The list then refreshes to show only those items that match the selected filters.

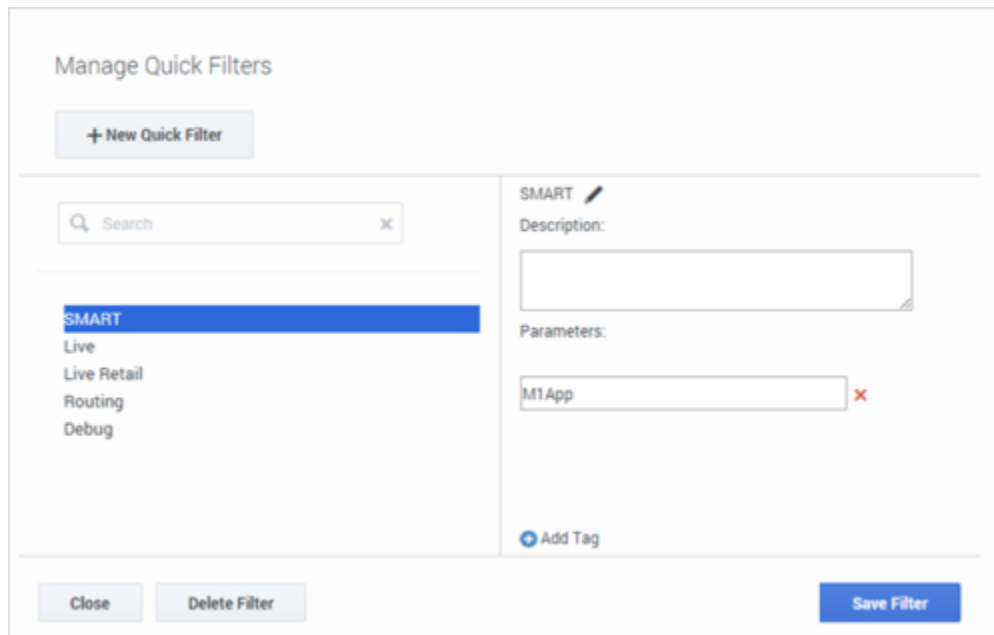
In this example, the **SMART** and **Debug** filters are selected so that only data tables with those tags are shown:



Note that the filters will display any item in the list that has the associated tag, even if there are other tags associated with that item. If you navigate to a new resource page (such as going from **Data Tables** to **Business Hours**), any selected filters are automatically applied to the new page.

To add, modify, or delete quick filters, click the **Settings** icon to open the **Manage Quick Filters** window. To associate a filter with a specific tag, select it, and add the tag(s) under the **Parameters** section.

In the above example, the **SMART** filter was associated with the "M1App" tag, as follows:



The **Quick Filters** toolbar appears on the following resource pages: **Special Days**, **Business Hours**,

Data Tables, Applications, Shared Modules, Emergency Flags, Audio Collections, and Message Resources. The same filters appear on each page, and any filters that you create are visible to other Designer users.

Tip

Tags are a useful tool for keeping resources organized. For consistency, Genesys recommends that you define and use a similar set of tags across your various resource types.