

# **GENESYS**

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## Genesys Designer Quick Start Guide

Adding a Menu

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# Adding a Menu

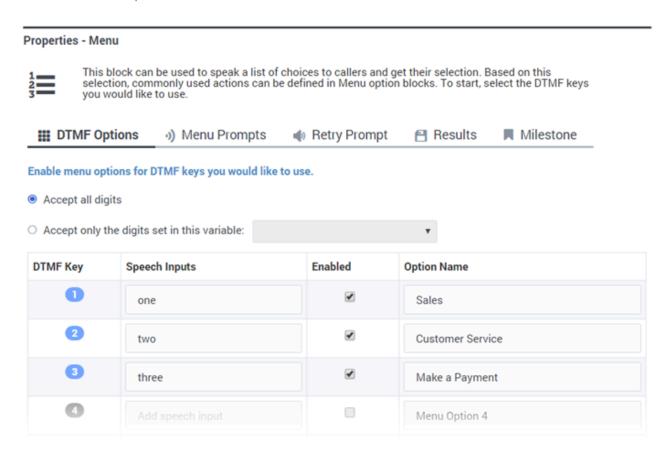
- Say "Hello"
- Add menu
- Retries
- Audio

Your application can now say "Hello" to callers, but it does not yet know how to offer them a menu to determine why they have called. In this example, you will add a **Menu** block to your application.

#### Add a Menu block

Select the **Menu** block in the **Palette** and drag and drop this block below the **Play Message** block that you placed earlier.

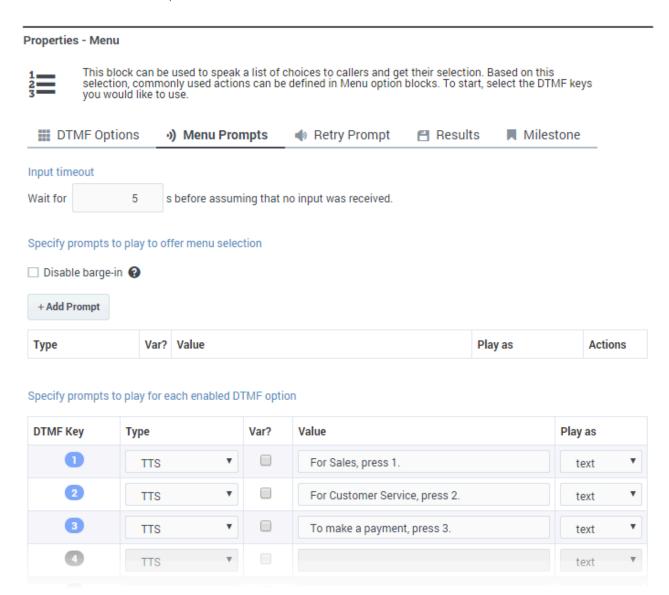
#### Add DTMF Options



Click the **DTMF Options** tab to enable DTMF (Dual-Tone Multi-Frequency) options 1, 2, and 3. Configure them as shown (the **Speech Inputs** field is optional).

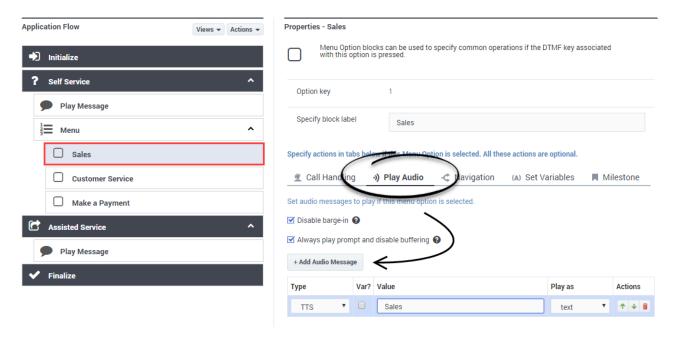
Each DTMF option that you enable is added to the **Application Flow** under the **Menu** block that you placed earlier. Also, each DTMF option uses the name that you specified in the **DTMF Options** tab.

### Add Menu Prompts



Click the **Menu Prompts** tab and configure it as shown.

## Configure DTMF Options



Click the **Sales** block in the **Application Flow**. Go to the **Play Audio** tab and add an **Audio Message** as shown.

Repeat this step for the **Customer Service** and **Make a Payment** blocks, replacing the prompt value with Customer Service and Make a payment, respectively.

#### Publish and test

Click **Publish** to publish your application and save your changes.

Call your application to hear it say "Hello" and offer you the three menu options that you just configured.

**Go to the next phase** — Using Variables