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# Genesys Designer Quick Start Guide

Enabling Retries

5/5/2025

# Enabling Retries

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

Your application has come a long way from saying "Hello." It can now offer callers a menu and even play a message using the variable that you created.

However, what if you do not select a menu option right away? In this example, you will configure retry settings for callers who do not immediately choose a menu option.

## Allow Retries

### Properties - Menu



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.



Menu Prompts



DTMF Options



**Retry Prompt**



Results



Milestone

Specify retry prompt to alert user

☒ Allow retries

Number of No Input retries allowed

1 ▼

Number of No Match retries allowed

1 ▼

#### No Input #1

+ Add Prompt

| Type | Var? | Value | Play as | Actions |
|------|------|-------|---------|---------|
|------|------|-------|---------|---------|

☒ Play original menu prompt after this retry prompt

#### After Final No Input

#### No Match #1

+ Add Prompt

| Type | Var? | Value | Play as | Actions |
|------|------|-------|---------|---------|
|------|------|-------|---------|---------|

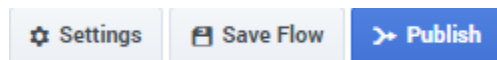
☒ Play original menu prompt after this retry prompt

Click the **Menu** block and open the **Retry Prompt** tab. Enable the **Allow retries** check box to enable retries. You can allow up to three retries, but for now just select **1** in the drop-down menus.

Click **No Input #1** to expand it. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompt if the caller does not provide an input. You could also choose to use a specific retry prompt.

Next, click **No Match #1** to expand it. Enable the **Play original menu prompt after this retry prompt** check box to repeat the menu prompt if the caller does not provide an input that matches your options. You could also choose to use a specific retry prompt.

## 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 configured earlier.

Try not entering a menu option, or entering an invalid menu option, to test the retry settings.