Genesys Designer Quick Start Guide

Application Phases

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Application Phases

As you have been developing your application, you might have noticed that there are several blocks that are common to each application. These blocks are known as phases, and they divide your application as follows:

- **Initialize** – This phase initializes application variables and parameters to use when the application executes.

- **Self Service** – This phase hosts blocks that provide automated interaction with the caller via speech and/or DTMF.

- **Assisted Service** – This phase hosts blocks that route the call to a live agent, if necessary.

- **Finalize** – This phase provides post-processing and call termination after the call has been serviced.

To learn more about application phases, refer to the Genesys Designer Help.