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Genesys Intelligent Automation Help

Blocks

Blocks

Blocks are the individual steps in a callflow.

Each blocks performs a single basic function. For example, a **Start** block signals the start of the application, and an **End** block signals the end of the application.

The following blocks are available in Genesys Intelligent Automation:

- **Start Block**
- **End Block**
- **Message Block**
- **Menu Block**
- **Question Block**
- **Phone Block**
- **Link Block**
- **Interceptor Block**
- **Script Block**
- **Recording Block**

Notes for blocks

When creating blocks, ensure that the name for the block meets the following conditions:

- The name must not include ASCII control characters (code 0 to 31) or characters with a code greater than 126.
- The name must also not include these symbols:

ASCII Code	Symbol
34	"
40	(
41)
58	:
92	\